2011/12 Report on Multiculturalism

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Main entry under title:

Report on Multiculturalism, Government of British Columbia. — 1993/94-

Annual

Includes: Multiculturalism BC annual report 1993/94-

Includes: Report on the activities of the Multicultural Advisory Council, 1993/94-

Imprint varies:

2000/01, Ministry of Multiculturalism and Immigration;

2001/02-2003/2004, Ministry of Community, Aboriginal and Women's Services;

2004/05-2007/08, Ministry of Attorney General;

2008/09, Ministry of Citizens' Services;

2009/10, Ministry of Regional Economic and Skills Development;

2010/11, Ministry of Social Development

2011/12, Ministry of International Trade

ISSN 1201-7310 = Report on Multiculturalism, Government of British Columbia

1. British Columbia. Multiculturalism Act – Periodicals.
2. Multiculturalism British Columbia – Periodicals.
3. British Columbia. Multicultural Advisory Council – Periodicals.
4. Multiculturalism - British Columbia – Periodicals.
5. Minorities – Services for - British Columbia - Periodicals.

I. Multiculturalism British Columbia

II. British Columbia. Ministry of Multiculturalism and Immigration.

III. British Columbia. Ministry of Community, Aboriginal and Women's Services.

IV. British Columbia. Ministry of Attorney General.

V. British Columbia. Ministry of Citizens' Services

VI. British Columbia. Ministry of Regional Economic and Skills Development.

VII. British Columbia. Ministry of Social Development

VIII. British Columbia. Ministry of International Trade

FC3850.A1 M84 354.7110084'84 C95-960166-X

F1059.7.A1 B73

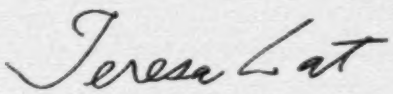
Letter to the Lieutenant-Governor of the Province of British Columbia

To Her Honour
The Lieutenant-Governor
of the Province of British Columbia

May it please Your Honour:

Pursuant to section 7(3) of the *Multiculturalism Act*, I respectfully submit the 18th annual report on the operation of the Act. This report covers the activities for the 2011/12 fiscal year.

Respectfully submitted,



Honourable Teresa Wat

Minister

Ministry of International Trade and
Ministry Responsible for the Asia Pacific
Strategy and Multiculturalism

Letter to the Minister

Honourable Teresa Wat

Ministry of International Trade and
Ministry Responsible for the Asia Pacific
Strategy and Multiculturalism

Honourable Minister:

I respectfully submit the *Report on Multiculturalism: Government of British Columbia 2011/12*. This report documents the activities of the Government of British Columbia, and Crowns in support of the *Multiculturalism Act* for 2011/12.

Sincerely,

Shannon Baskerville

Deputy Minister

Ministry of International Trade and
Ministry Responsible for the Asia Pacific
Strategy and Multiculturalism

Table of Contents

Minister's Message 4
Multicultural Advisory Council 5
Ministry of Aboriginal Relations and Reconciliation 7
Ministry of Advanced Education 10
Ministry of Agriculture 12
Ministry of Children and Family Development 14
Ministry of Community, Sport and Cultural Development 16
Ministry of Education 19
Ministry of Energy and Mines (MEM) and Minister responsible for Housing 20
Ministry of Environment 22
Ministry of Finance 24
Ministry of Forests, Lands and Natural Resource Operations 26
Ministry of Health 27
Ministry of Jobs, Tourism and Innovation 30
Ministry of Justice 34
Labour, Citizens' Services and Open Government 39
Ministry of Social Development 41
Ministry of Transportation and Infrastructure 43
British Columbia Assessment Authority (BC Assessment) 45
BC Games Society 46
BC Housing Management Commission 47
BC Hydro 50
British Columbia Innovation Council (BCIC) 52
British Columbia Investment Management Corporation (bcIMC) 54

British Columbia Liquor Distribution Branch (LDB) 55
British Columbia Lottery Corporation (BCLC) 56
B.C. Pavilion Corporation (PavCo) 57
BC Public Service Agency 59
British Columbia Securities Commission 60
BC Transit 61
Columbia Basin Trust (CBT) 62
Columbia Power Corporation (Columbia Power) 63
Community Living BC 65
First Peoples' Heritage, Language and Culture Council (First Peoples' Cultural Council) 67
Forestry Innovation Investment Ltd. 68
Industry Training Authority (ITA) 68
The Insurance Corporation of British Columbia (ICBC) 69
Knowledge Network Corporation 71
Legal Services Society (LSS) 71
BC Oil and Gas Commission 73
Pacific Carbon Trust 74
Partnerships British Columbia Inc. 75
Pension Corporation 76
Private Career Training Institutions Agency 76
Provincial Capital Commission 77
Royal British Columbia Museum Corporation 78
Transportation Investment Corporation 80

Minister's Message

I am pleased to present the annual Report on Multiculturalism: Government of British Columbia (2011-2012). For 18 years, each government ministry and corporation has submitted a report to the Minister Responsible for Multiculturalism that highlights initiatives that foster and sustain an internal culture of inclusion in the B.C. government and ensures that public services are accessible to all British Columbians. Within this report are examples of commitments to both the goals of the Multiculturalism Act – to recognize that diversity enriches the lives of all of us – and the goal of putting families and communities first.

British Columbia is a province rich in history, resources and landscapes. But its richest resource is its people. One quarter of British Columbians who live here chose to move here, and with them have come the traditions, ideas and attributes that contribute to our province's prosperity. Cultural diversity and increased participation and engagement by all cultures is vitally important to create a strong and vibrant social and economic future for British Columbia.

The Report on Multiculturalism outlines government's commitment to diversifying the BC Public Service and being inclusive of all British Columbians. Also found in the report are examples of the excellent work being done across government. Highlights include:

- Supporting the BC Jobs Plan by continuing to support inclusive employment opportunities across all parts of government;
- Becoming the first jurisdiction in Canada to provide funding specifically focused on faith and spiritual diversity through the Interfaith Bridging program;
- Increasing the emphasis on cultural competency and cross cultural training offered by ministries and crown corporations;
- Encouraging increased participation in under-represented populations through the BC Sport Participation program;
- Developed new Aboriginal Relations Behavioural Competencies and initiated work on a new Aboriginal Awareness eLearning course;
- Supporting community partnership tables across B.C. to build on the legacy of the Welcoming and Inclusive Communities and Workplaces program;

Our ethnically diverse population enriches our province and plays an important role in our future development. This is reflected in the public sector and in government's response to engender a culture of acceptance, understanding and mutual respect.

I would like to acknowledge the Multicultural Advisory Council for their recommendations to improve the Report on Multiculturalism process and product and I look forward to benefiting from their valuable insight in the coming year.

Teresa Wat

Honourable Teresa Wat

Minister of International Trade and
Minister Responsible for the Asia Pacific Strategy and Multiculturalism

Multicultural Advisory Council

The Multicultural Advisory Council (council) is pleased to present this report for another pro-active year of providing not only leadership in multiculturalism but also providing strategic advice to government with initiatives that promote provincial engagement in multiculturalism, build community capacity to encourage welcoming and inclusive communities, and eliminate racism in British Columbia.

The Council held five meetings during the year 2011-2012. Some of the important highlights of the Council's commitment to multiculturalism for this year have been:

- Leadership in Draft Provincial Multiculturalism Strategy
- Provincial Nesika Awards Event to recognize diversity champions
- Strategic Planning for the Council's leadership for 2012 Provincial Nesika Awards
- Multicultural Advisory Council Strategic Planning Session

Leadership in Draft Provincial Multiculturalism Strategy

On July 27, 2011 half-a-day Strategy workshop was organized in Vancouver. The Council with support from the MAC Secretariat and the Ministry of Social Development (MSD) played a proactive role in not only drafting this strategy but also promoting participation from across the government for an intense and constructive consultation. The ministries, other than MSD, that were part of this consultation were Aboriginal Relations and Reconciliation, Citizens' Services & Open Government, Immigrant Integration Branch of Jobs, Tourism, and Innovation, and the Ministry of Justice and Attorney General. The successful outcome of this workshop was "All of Us: The Draft Provincial Multiculturalism Strategy" that focused on building inclusive communities, workplaces, and institutions.

2011 Provincial Nesika Awards Event to recognize Diversity Champions

The annual Provincial Nesika Awards are organized and sponsored by the MAC and the Awards Event takes place during the provincial multiculturalism week in the third week of November each year. During the Event On November 18, 2011, three diversity champions were honoured and recognized in individual, organization, and business categories. They were awarded trophies and cheques for $5000 to promote and support multiculturalism initiatives across the province. Under the leadership of the MAC, this event was attended by more than 120 people from the communities across the province apart from the MAC members and dignitaries.

Strategic Planning for the Council's leadership of 2012 Provincial Nesika Awards

The evaluation session of the 2011 Provincial Nesika Awards process and event was organized in order to understand what worked and what didn't. MAC Secretariat proposed a community engagement and stakeholder partnership strategy not only to invite larger participation in the nomination process in order to get more number of nominations but also to promote the Awards as a tool to increase awareness and understanding about multiculturalism issues. During this session on November 21st 2011 the Council members committed to a more proactive participation to promote the 2012 Provincial Nesika Awards.

The council members strongly recommended including a new fourth youth category to these Awards to existing three categories of individual, organization, and business. This would enable a wider youth participation and engagement in the Awards process apart from recognizing the outstanding work done by the youths across B.C. The MAC Secretariat will be taking a leadership role in partnership with the MAC to implement the 2012 Provincial Nesika Awards.

Multicultural Advisory Council Strategic Planning Session

This session was an opportunity to build upon the work and collective strength of the Council and look ahead to future directions. The day moved the Council members and the staff through a process of exploring and refining the role of the MAC, which allowed them to shape key strategies for future work. Intended outcomes for the meeting included:

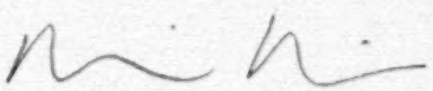
- Shared understanding of current context and role of the MAC.
- Shared understanding on how to effectively utilize the role of the MAC through the unique contributions of members.
- Identification of key opportunities for the MAC.
- Identification of key strategies/tactics to build on these opportunities over the next three years.

The day-long Planning Session of January 27, 2012 was expected to build upon the MAC achievements, generate new ideas and build a foundation for success, creating strategies and mechanisms for effective advice to the Minister.

Council Membership

Currently, there are 13 council members - four members retired from the council and two new members were appointed this year. I wish to acknowledge the contributions that former and current council members have made by generously sharing their diverse insights and valuable expertise on multiculturalism and anti-racism issues. I would also like to thank the Multicultural Advisory Council Secretariat for enabling the council to take on a significant strategic role in promoting multiculturalism during 2011-2012.

Respectfully submitted,



Mo Dhaliwal

Chair

Members of the Multicultural Advisory Council for 2011/12:

Edmond Luke Retired as Chair and member, Vancouver

Ashli Komaryk-De Lucio Retired as Chair and member, Vancouver

Andrée St. Martin, Retired as Member, New Westminster

Raj Pagely, Retired as Member, Saanichton

Mo Dhaliwal, Acting Chair, Vancouver

Shellina Lakhdhir, Acting Vice-Chair, North Vancouver

Baljit Sethi, Prince George

Michelle Rakotonaivo, Surrey

Myrt Turner, Prince George

Andy Wickey, Coquitlam

Susan Tatoosh, Vancouver

Yonah Martin, Vancouver

Anar Popatia, Coquitlam

Al Horning, Kelowna

Angela Hollinger, Vancouver

Angela Fang, Nanaimo

Eunice Oh, Coquitlam

Ministry of Aboriginal Relations and Reconciliation

Mandate

The Ministry of Aboriginal Relations and Reconciliation works to create a province that has "positive, lasting relationships with Aboriginal peoples, whose communities are healthy, prosperous, sustainable and self-determining." Its mission is to "build collaborative relationships with Aboriginal peoples based on respect and recognition to achieve reconciliation." To do this, the ministry leads and promotes innovative approaches to Aboriginal policy as well as leading negotiations and facilitates the implementation of lasting agreements.

Executive Commitment to Multiculturalism

Embracing diversity as part of the corporate culture is integral to the ministry's ability to meet citizens' needs and expectations.

The ministry is working with its Aboriginal employees and other Aboriginal relations champions to develop an Aboriginal competency orientation course for all ministry staff. This course will help staff better understand Aboriginal cultures and world views and will ensure a common foundation and understanding of Aboriginal cultures including the historical, cultural and legal context.

As part of a broader learning experience, staff were encouraged to attend the Truth and Reconciliation hearings held in communities on Vancouver Island as well as Victoria. The federal commission has a mandate to learn the truth about what happened in the residential schools and to inform all Canadians about what happened. Afterward there was a sharing circle held for staff to help support learning and information for those who wished to stay involved.

Key Processes, Policies and Structures in Support of Multiculturalism

Internally, the ministry supports the Building Public Service Capacity in Aboriginal Relations (BCAR) initiative. This partnership between the BC Public Service Agency and the ministry aims to increase the capacity of the public servants to work respectfully, knowledgably and effectively with Aboriginal communities and organizations.

BCAR has created, and continues to develop, a number of resources which are made available on the corporate Aboriginal Relations Resource Centre (ARRC) site on the @Work internal web site. Examples include an Aboriginal Speakers Bureau, Aboriginal Engagement Guidelines, an Aboriginal Policy Lens, and blog postings. In developing these resources the ministry worked closely with Aboriginal external partners who reviewed and contributed to the content to ensure it was accurate and represented in a culturally sensitive way. The First Nations Public Service Secretariat and the ministry are also identifying opportunities for a reciprocal public service capacity building relationship such as job shadowing that will transfer skills and knowledge between First Nations and the Province public service professionals.

Externally, when Ministry staff work with Aboriginal communities they make efforts to incorporate cultural practices and recognise Aboriginal people's connection to the land. As an ongoing practice ministry staff have begun to include Aboriginal prayers in the local language before commencing or, at the end of meetings. Other cultural practices include sharing of meals and witnessing the prayers and activities related to negotiations in the long house.

The Ministry also supports the Aboriginal Youth Internship Program (AYIP) by providing staff time and expertise on the AYIP Advisory Council, the intern Selection Committee, and importantly, supports the program by hosting and mentoring two Aboriginal youth interns each year.

As the ministry works to negotiate different types of agreements with First Nations — both within and outside the British Columbia Treaty Commission process – staff work to include cultural practices. The Maa-nulth Final Agreement, for instance, recognizes and incorporates First Nations culture by providing the Maa-nulth First Nations with the discretion and authority to issue documentation to third parties in the Nuu-chah-nulth language and to maintain their registries of laws in the Nuu-chah-nulth language. The Maa-nulth also has law-making authority to certify and accredit teachers of the Nuu-chah-nulth language.

During treaty negotiations, the Maa-nulth First Nations reiterated the importance of the traditional ha'wiih (hereditary chief) governance system. Accordingly, while the Maa-nulth Final Agreement provides for the establishment of modern democratic governance system it also allows the Maa-nulth to appoint ha'wiih to their governance structures.

Highlights of Initiatives

The ministry supports many programs and initiatives that include a range of policy areas, for example, literacy, health, education, youth leadership and women's safety. The programs and initiatives incorporate the cultural practices of the diverse Aboriginal peoples throughout British Columbia. The following are some key examples:

- The ministry co-hosted the landmark event "Collaboration to End Violence: National Aboriginal Women's Forum" in June 2011. Detailed attention was paid to honouring local protocols of the First Nations upon whose traditional territory the event was held, as well as recognizing and incorporating the multicultural customs of the participating First Nations, Mtis and Inuit leadership, organizations and Elders from across Canada.

- The ministry co-hosted the fifth annual youth forum with members of the Unified Aboriginal Youth Collective (BC Assembly of First Nations, BC Association of Aboriginal Friendship Centres, First Nations Youth Council of BC Association, Knowledgeable Aboriginal Youth Association, and Métis Youth BC MNBC). The forum focused on child and Indigenous rights. An Elder from the Katzie First Nation upon whose traditional territory the event was held advised and participated throughout the event. A ten-minute video is being developed giving the perspectives of Aboriginal youth.
- Aboriginal Business and Entrepreneurship Skills Training (BEST) program is a 12-part entrepreneurship program which continues to be offered at no cost to participants. The curriculum was created with an Aboriginal cultural lens for Aboriginal, Métis and Inuit participants, and is delivered in a regionally specific culturally appropriate manner. It takes people through the steps of developing a business idea and working through the various components of developing a business plan. It is offered in approximately ten communities per year.

The ministry leads the negotiations of agreements for the province and is committed to negotiating agreements as an expression of reconciliation. The following is a summary of the key agreements that reflect First Nations' unique cultural diversity:

- K'omoks First Nation signed an Agreement in Principle (AIP) on March 24, 2012. The AIP includes a commitment to negotiate the early transfer of two parcels of land bringing the benefits of a Final Agreement to the community earlier in the process.
- Tla'amin Final Agreement has been initialed by Tla'amin First Nation, Canada and the Province in October 2011 that includes a commitment to transfer ownership of four parcels of land before the effective date of the treaty increasing certainty and providing opportunities.
- Atlin Taku Land Use Plan and the Land and Resource Management and Shared Decision Making Agreement with Taku River Tlingit (TRT) First Nation were signed in July 2011 and are now being implemented. This is the first of its kind in British Columbia. The Land Use Plan covers an area close to the size of Vancouver Island and includes the Taku Watershed, one of British Columbia's most significant salmon Watersheds. The agreements establish the process that will support collaboration between TRT and the Province.
- Kaska Strategic Engagement Agreement in March 2012. This agreement provides a process by which the Province will engage with Kaska prior to making decisions on lands and resources.
- The Nanwakolas Reconciliation Protocol was completed. On November 28, 2011 parties were celebrating three significant milestones in the growing partnership with Nanwakolas Council Society: a reconciliation protocol, a forestry agreement and an addition to the Strategic Engagement Agreement that will help five Kwakwaka'wakw First Nations members of the Nanwakolas Council maintain their important relationship to the land while supporting communities and economic growth.
- The Sts'ailes MOU was signed November 1, 2011. The MOU creates a more collaborative coordinated and efficient approach to the management of land and natural resources. First Nations' leaders hope the agreement will ultimately develop new economic opportunities and initiatives that enable First Nation members to make progress towards their socio-economic objectives.

Ministry of Advanced Education

Mandate

The Ministry of Advanced Education provides leadership to a dynamic, integrated and responsive post-secondary system to maximize benefits to all British Columbians. A collaborative, innovative, high quality post-secondary education sector is vital to fulfilling provincial and regional labour market needs and positioning B.C. for the future. This means the Ministry must ensure accessible, affordable, high quality post-secondary education and training opportunities are available. In this we seek to ensure students are empowered and supported to achieve their education, employment and training goals.

Executive Commitment to Multiculturalism

The Ministry of Advanced Education (AVED) welcomes and values diversity in the workplace and is committed to ensuring a respectful environment, free from discrimination and harassment. Executive works to ensure a diverse perspective is embedded into our workplace culture and approach to Ministry programs, policies, and services. All Ministry employees are supported as active participants in this work.

Key Processes, Policies, and Structures in Support of Multiculturalism

The Ministry acknowledges the strength gained in our workplace and in our province through embracing diversity and understands the role it has to play in that regard. AVED's approach to multiculturalism is guided through our diversity plan. This plan outlines steps we are taking to develop our workplace culture, and embed principles of cultural diversity within programs and services in response to the diverse needs of our students. Our commitment to supporting multiculturalism through post-secondary partnerships is demonstrated in our approach to international and Aboriginal education and English as a second language

training. Complementary to this work, AVED has undertaken several workplace activities to support and embrace diversity as an employer.

Highlights of Initiatives

International Education:

- The International Education Project Council, comprised of representatives from across B.C.'s education sector, government, the business community and students was established to assist the Province in the creation of the International Education Strategy and Implementation Plan. This Strategy supports greater inward mobility of international students, outward mobility of British Columbians and a more internationalized education system here at home.
- Our students and faculty are taking opportunities to study and participate in education systems abroad which

provide British Columbians with culturally diverse experiences and perspectives, and contribute to a more globalized citizenry and economy in British Columbia. B.C. residents can obtain StudentAid BC funding to study internationally.

- The BC Council for International Education has received funding to help promote B.C. as a preferred study destination for international students.

Aboriginal Education:

- An Aboriginal Post-Secondary Education and Training Policy Framework and Action Plan have been developed in partnership with the First Nations Education Steering Committee, the Indigenous Adult and Higher Learning Association, the Métis Nation B.C., the First Nations Public Service, BC Colleges, BC Association of Universities and Institutes, the Research Universities' Council of BC, and government representatives.
- Funding for the implementation of Aboriginal Service Plans is provided to 11 public post-secondary institutions in support of initiatives that increase the access, retention, completion and transition opportunities for Aboriginal learners, strengthen partnerships and collaboration in Aboriginal post-secondary education; and increase the receptivity and relevance of post-secondary institutions and programs for Aboriginal learners, including providing support for initiatives that address systemic barriers.
- The Aboriginal Training Employment Program funds Aboriginal service providers to deliver culturally relevant employment training to Aboriginal people.

English as a Second Language:

- Through 17 public-post secondary institutions, English as a Second Language (ESL) training is offered tuition-free to permanent residents and Canadian citizens to provide individuals whose first language is not English with a vital access route to further education, training, and employment.
- The Ministry is collaborating with the Ministry of Jobs, Tourism, and Innovation on consultations with all stakeholders who deliver publicly-funded adult ESL progra ıs to ensure students have clear pathways and easy access to the courses they need to meet their learning goals.
- The Ministry of Advanced Education also continues to provide financial assistance to ESL students with a demonstrated financial need under its Adult Basic Education Student Assistance Program (ABESAP) to help with associated fees, books, transportation, child care and other costs.

Developing Ministry Culture:

- As part of the Ministry's Leadership Development Program, executive leaders attended a Coast Salish cultural awareness session as a means of further understanding and incorporating Aboriginal perspectives into Ministry programs, policies and services.
- AVED continues to promote and provide access for staff to participate in cultural awareness and diversity activities and training.
- Our Ministry has established a partnership with the BC Public Service Agency Hiring Centre to create and provide training for hiring managers to assist in promoting diversity and removing barriers throughout the recruitment and selection process.
- AVED continues to offer support and employment opportunities through the Aboriginal Youth Internship Program.

Ministry of Agriculture

Mandate

The Ministry of Agriculture supports B.C.'s priorities for jobs and the economy, families and open government by stabilizing and expanding agrifoods production and incomes, promoting environmental stewardship, and safeguarding animal, plant and human health. The benefits of a stable and growing agrifoods sector in B.C. include ensuring steady jobs and revenue for farm families, enhancing healthy and secure local food supply, and creating diversified rural communities.

Executive Commitment to Multiculturalism

Embracing diversity as part of our corporate culture is integral to our ability to meet citizens' needs and expectations. Therefore, the Natural Resource Sector ministries released a Diversity and Inclusiveness Plan in January of 2012. The purpose of the plan is to achieve a more inclusive workplace culture, and to ensure that our services meet the diverse needs of our communities.

In order to realize such a culture shift, we are building diversity awareness. To date, we have conducted a sector-wide diversity survey and some preliminary communications, to be followed by a vision statement, focus group sessions and various awareness-building activities.

Through a review of targeted programs and analysis of our current demographics, we are implementing actions to improve our services to clients and stakeholders and remove any potential barriers to the recruitment and retention of a diverse workforce.

This is just the beginning. We continue to move forward with long-term plans that will embed the value of diversity into our culture and our business.

Key Processes, Policies and Structures in Support of Multiculturalism

The Ministry supports multiculturalism in our hiring processes and working culture in the following ways:

- Recruitment and selection practices are merit-based and qualifications, experience and expertise are considered regardless of ethnicity, culture or disabilities;

- Government policies which prohibit discrimination in the workplace are followed; and
- Information on First Nations is made available to all AGRI staff.

Highlights of Initiatives

- Many of BC's farmers are immigrants from other countries whose native tongue in not English. The language barrier often makes accessing current Ministry information more difficult. In response to the needs of communities, the ministry developed plain-English publications and, where appropriate, translations, training and assistance in other languages to ensure clear understanding and access to technical information. Some recent examples include:
  - Provided targeted outreach to Punjabi speaking berry growers on management information for the pest threat, Spotted Wing Drosophila.
  - Continued collaboration with the berry industry on the presentation of workshops with Punjabi translation to educate farmers on integrated bird management and propane cannon guidelines.
  - AgriStability program brochure was translated into Punjabi. Notification of deadlines under the AgriStability program were also translated into Punjabi and distributed to five Sikh Temples and one Hindu Temple in the Okanagan and to commodity groups in the Lower Mainland and the Thompson-Okanagan. Punjabi-speaking staff attend client meetings with Agristability representatives to assist with translation.
  - Translated the BC Good Agriculture Practices (GAP) Guide into Spanish, Chinese and Punjabi, French, and Vietnamese. that advises farmers on how food products can be produced safely.
- Supported a review in November 2011 to establish updated information and analysis on the earning capabilities of agriculture workers engaged in hand harvesting under the current minimum piece rates.
- Worked with the federal government and industry to develop programs to increase access to foreign farm workers. The Seasonal Agriculture Worker Program (SAWP) operates under agreements between the Government of Canada and the Governments of Mexico and several Caribbean states to bring temporary farm workers to BC. The Low Skill Pilot Program is a federal Temporary Foreign Worker Program that enables the supply of seasonal Guatemalan farm workers to BC.
- Supported the 4-H movement, which educates young people from all cultures toward successful entrepreneurship and leadership roles in their communities as adults.
- Partnered with First Nations in agriculture opportunities to leverage outcomes which align with other government objectives and commitments. Recently the Ministry completed a large-scale needs agricultural assessment of First Nations across BC. The results will be used by regional staff working with First Nations.
- Used social media (facebook, twitter) and the internet to share messages with a broader global audience about BC seafood and agri-food products. The 2010 Seafood Year in Review was translated into Mandarin Chinese to support the Premier's November 2011 Asia Mission.

Ministry of Children and Family Development

Mandate

The Ministry of Children and Family Development (MCFD) supports healthy child development by its commitment to a collaborative professional practice delivered across a range of services. These services strive to maximize the potential of children and youth and to achieve meaningful outcomes for children, youth and families. MCFD strives to deliver these services in a respectful, compassionate, strengths-based and culturally appropriate manner so as to fully engage children, youth and families in successfully meeting their developmental needs and goals. Families may access a variety of Ministry programs and services delivered through six service delivery lines across a geographically dispersed delivery system. The six service lines are early childhood development and child care services, children and youth with special needs services, child and youth mental health services, child welfare and protection services, adoption services and youth justice services.

Executive Commitment to Multiculturalism

The MCFD Executive is committed to delivering professional, quality (client-centered, accessible, culturally and service appropriate, safe and effective) services to children, youth and their families. The ministry is committed to collaborative professional practice across all program service areas. This reflects respectful, compassionate and culturally appropriate practice.

Key Processes, Policies and Structures in Support of Multiculturalism

- The ministry's 2011/2012 strategic action plan established key actions to guide improvements to the ministry's service practice and service delivery model. These actions focused on better understanding the diverse needs of the people and communities served by the ministry.
- The ministry continues to support reconciliation approaches to improve the effectiveness of MCFD's child welfare services to Aboriginal children, youth and families.

- MCFD has forged working partnerships through tripartite agreements with Aboriginal communities and Aboriginal Affairs and Northern Development Canada to ensure that Delegated Agencies are supported as partners in delivering child welfare services under the Child, Family and Community Service Act (CFCSA). There are currently 22 Delegated Aboriginal Agencies operating provincially.
- The CFCSA speaks extensively about the importance of preserving cultural identity and working with Aboriginal communities.
- The ministry integrated the Aboriginal Policy team with the Policy and Legislation Division to form a more integrative and collaborative approach to policy development.
- In 2011 the ministry signed the Métis Accord Agreement.

Highlights of Initiatives

- The ministry continues to work with Aboriginal communities to ensure that services are developed and delivered in a culturally competent and sensitive manner. Within the ministry, roles such as Roots Practitioner, Kinship Worker and Family Finder focus on tracing a family's roots, connecting to extended family and community to engage in a partnership, and developing and planning for Aboriginal children in care.
- The ministry continues to support government's Aboriginal Youth Internship Program. There were five interns employed in various capacities at MCFD in 2011/2012. One example of an internship activity was organizing and facilitating forums such as the Touchstones of Hope events.
- The ministry has adopted a clinical supervision model where practitioners are coached by their supervisors to reflect on their practice by exploring their own cultural influences, values, beliefs and how to work effectively with the diverse people they are engaged to serve.
- Prince George Youth Custody Centre and Burnaby Youth Custody Centre have a contracted Aboriginal Liaison Worker that promotes awareness of cultures, traditions and practices. This program exposes youth to traditional ceremonies and spirituality through participation in traditional arts and crafts, sweat lodges and Native ceremonies.
- The ministry is committed to providing information to the people it serves by making information easily accessible in multiple languages. Some resources include:
    - Positive Parenting Across Cultures videos: MCFD and community partners created a variety of videos to support British Columbia's immigrant and refugee communities. Available in five languages, the DVDs are used as parenting education and describe the role of MCFD. The videos are used for community outreach and education. (*http://www.mcf.gov.bc.ca/child_protection/positive_parenting.htm*)
    - Child Welfare Concerns Handbook: Responding to Child Welfare Concerns, Your Role in Knowing When and What to Report includes information from the ministry regarding child protection. Information sheets have been translated into multiple languages. (*http://www.mcf.gov.bc.ca/child_protection/translated.htm*)
- The ministry endeavours to better understand the diverse population that it serves. The Integrated Case Management (ICM) system collects information to provide an overview of the demographics of the people being served. This overview will help the ministry understand how to best serve clients' diverse cultural needs.
- The ministry designed a toolkit to provide staff with practical tools to support

diversity and inclusion. With the kit, employees use seven steps to develop a plan for use at the individual, branch or division level. The steps include: self-awareness/assessment; build awareness; establish a baseline; identify strengths, opportunities and priorities for action; create a diversity/inclusive action plan; and actively remove barriers to opportunities and services; and develop partnerships with diverse communities.

- In partnership with post-secondary institutions, the ministry chairs the MCFD/ Post-Secondary Education Table and the Joint Provincial Practicum Table. These partnership tables discuss, share information and provide input into the child welfare curriculum (for example, multiculturalism, diversity and Aboriginal cultures).
- The Fraser Health Authority and MCFD have created a Mental Health and Addictions Diversity Advisory Committee to provide expertise and recommendations on how to provide culturally competent services that reflects the diverse needs of the population served in the Fraser Region. The committee also provides feedback on how services can be improved.
- Domestic violence has been the subject of two ministry held leadership forums with community partners, contracted agencies and RCMP. The forums focused on how to enhance practice, best support collaboration, facilitate integration and coordination of services, and address the challenges of serving multi-cultural communities.
- The ministry has contracted with Caring for First Nations Children Society to develop an online curriculum for cultural competency for non-Aboriginal adoptive families.

Ministry of Community, Sport and Cultural Development

Mandate

The Ministry of Community, Sport and Cultural Development brings together key government services and supports needed to make B.C. communities great places to live. Our goal is to help local governments and residents build vibrant, healthy, sustainable communities that are well-governed, liveable, economically-resilient, socially-responsible, and full of opportunities for participation in sport and the arts.

The ministry provides funding, advice, and other supports to help B.C. communities meet local priorities and ensure they have the capacity and tools they need to be vibrant communities. Through ministry programs and community gaming grants, the ministry funds arts, culture and sport initiatives throughout the province. Funding the provincial sport system enables opportunities for sport participation and

excellence and fosters community development through sport event hosting. Support to artists and cultural organizations invite all British Columbians to participate in the vibrant arts and culture community - recognized for excellence. The ministry also pursues opportunities to grow B.C.'s screen-based industries, including film, television, and digital media – all with potential for economic growth.

Executive Commitment to Multiculturalism

The ministry remains dedicated to building strong communities that recognize and value cultural diversity and provide an improved quality of life and equitable access to programs, services and opportunities for all British Columbians. This commitment is demonstrated throughout the ministry in every aspect of program development and service delivery.

Key Processes, Policies and Structures in Support of Multiculturalism

The ministry is committed to an inclusive, discrimination-free environment for all staff and clients. To foster a work environment that values individual and cultural differences, ministry employees continue to be supported to build their skills and knowledge in areas such as discrimination and violence prevention, within an environment of trust and diversity awareness.

Highlights of Initiatives

Internal Initiatives:

- As part of the implementation of our ministry's Diversity Strategy we:
  - provided all staff with the opportunity to participate in a half day diversity awareness workshop led by a leader on global diversity;
  - held an Equitable Leader Workshop, which explored the essential role of leaders in creating an equitable workplace;
  - provided staff with assessment tools and resources at diversity-related workshops;
  - held additional group learning and development sessions throughout the year on a range of topics (for example, "Working in Multicultural Teams: How to Leverage Diversity", Intercultural Communication and Aboriginal Awareness); and
  - for one business area, completed an assessment to identify opportunities to enhance program delivery by applying a diversity lens to program design.

External Initiatives:

- The ministry facilitates the development of productive relationships between local governments and First Nations throughout British Columbia through advice and funding support for the *Community to Community Forum Program*. This program supports relationship-building and cross-cultural understanding between local governments and First Nations. In 2011/12, the ministry's contribution supported 38 regional forums and, over the past 11 years, the ministry's ongoing support has resulted in more than 390 regional forums and three provincial forums. These have led to service agreements, memoranda of understanding and protocol agreements that support First Nations and families across the province.
- Since 2005, the ministry has continued to make participation in local government elections accessible for all British Columbians by publishing the Voter's Guide to Local Elections in British Columbia in English, French, Chinese and Punjabi.
- The Property Assessment Review Panel website includes an online multi-language Step-by-Step Guide to the "Property Assessment Complaint Process". Besides English, the guide is available online in Chinese, Japanese, Korean and Punjabi.

- We have continued partnerships with various governmental and non-governmental stakeholders in support of the *Smart Planning for Communities* initiative. This initiative assists local governments and First Nations to address long-term sustainability challenges by providing resources and tools for planning socially, culturally, economically and environmentally sustainable communities. The ***BC Climate Action Toolkit website***, provided as part of a three-way partnership between the Province, the Union of British Columbia Municipalities and Smart Planning for Communities, continues to provide local governments with the latest news, information and advice to address climate change and support community sustainability.
- In the management of the BC Arts Council's activities and programs, culturally-diverse communities and individual members are engaged as applicants, adjudicators, advisors and peers. Frequent contact is made with other agencies such as Multiculturalism BC, City of Vancouver (Office of Cultural Affairs), Department of Canadian Heritage and the Canada Council for the Arts (Equity office). In addition, a partnership with the First Peoples' Language, Heritage and Culture Council facilitates the Aboriginal Arts Development Awards program that assists First Nations artists and organizations with their professional art making.
- Through the BC Arts Council, the ministry supported 72 community and professional festivals across the province with $423,100 in awards that included several multicultural arts groups, such as the Wen Wei Dance, National Nikkei Museum and Heritage Centre, African Stages Association, Vancouver Latin American Film Festival, Diwali Celebration Society, South Asian Family Association, Asian Canadian Writers Workshop, Passion for Tango Society, Vancouver Asian Film Festival and the Powell Street Festival. These examples of funded cultural events and organizations amount to $142,137.
- The BC Sport Participation program (funded by the ministry and the federal government) provided funding to increase sport participation in under-represented populations. Approximately one quarter of the funding was directed specifically to Aboriginal programming (such as BC Wrestling's Path to Success, First Nation's Snowboard Team, KidSport™ and Urban Native Youth Association downtown eastside program), while other funding was directed to general sport participation programs. Much of this support is used to expand programs into communities with a high immigrant population (lower mainland) or to provide sport opportunities that are popular in participants' countries of origin, such as Karate – Fit for Defence and Wrestling – All kids can Wrestle.
- The Afterschool Sport Initiative supported programming targeted to multicultural populations. For example, Surrey was selected as a pilot site because of its predominant immigrant population and Haida Gwaii and Prince George were selected as pilot sites because of their Aboriginal population.
- Community Gaming Grants support a vast array of programs that impact the lives of all British Columbians. Grants to cultural groups help to maintain their heritage, while programs to help new immigrants learn about our culture and adapt to new customs are also supported.

Ministry of Education

Mandate

The Ministry of Education supports and guides the development of an education system that empowers all learners to acquire the knowledge and skills needed to contribute to a healthy, democratic and pluralistic society with a prosperous and sustainable economy. We work with school districts, communities, libraries and other partners as, together, we create a solid foundation for the upcoming generation of B.C. citizens.

Executive Commitment to Multiculturalism

The Ministry of Education works to enhance stronger respect for other cultures and other ways of life within the school system. The Executive is united in its commitment to enhance Aboriginal and multicultural student success within the school system, in part through an effort to make that system more responsive to their cultural needs.

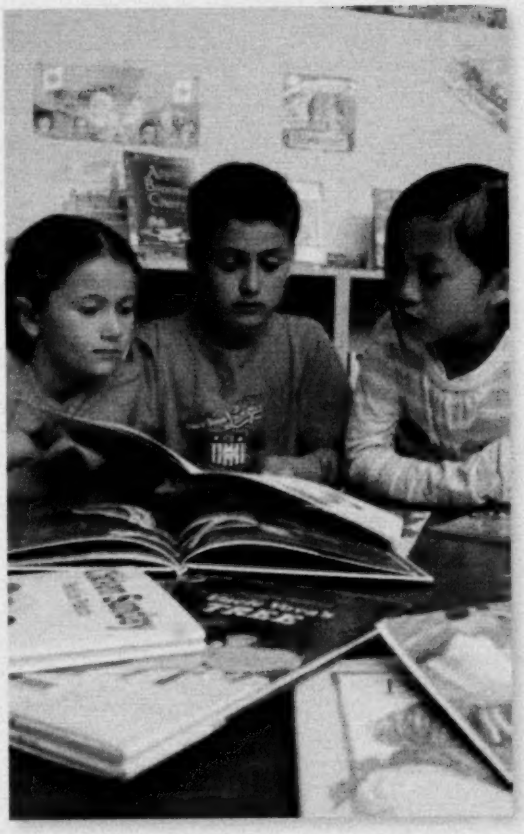
Key Processes, Policies and Structures in Support of Multiculturalism

Through legislation and policy, the Ministry of Education supports cross-cultural awareness and respect both within our organization and across the school system. The stakeholders in the education system represent every cultural group across the province. The system also models and promotes values that complement tolerance, from the flexibility to respond to diverse cultural needs to the courage to speak out against discrimination.

Highlights of Initiatives

External Initiatives:

Ongoing initiatives include targeted funding for Aboriginal students, translation of Ministry materials into as many as 12 languages (e.g., back to school tips for parents and students), the diversity framework for B.C. schools; English-as-a-second-language programs and policy and school safety and conduct. For further details



visit: *http://www.bced.gov.bc.ca/addressing_students_needs.htm.*

As part of the ongoing efforts to provide choice for students and strengthen the presence of Aboriginal culture and history in classrooms, the Ministry approved the Kwak'wala 5 to 12 Integrated Resource Package (2010) as the most recent of the fourteen First Nations language curriculum documents available for language study.

In 2010/11, four more school districts, their local Aboriginal communities and the Ministry have signed Aboriginal Education Enhancement Agreements, bringing the total to 51 agreements which are formalizing a commitment to work together to raise achievement levels for Aboriginal learners.

Ministry of Energy and Mines (MEM) and Minister responsible for Housing

Mandate

- MEM manages the responsible exploration and development of British Columbia's energy, mining, geothermal and oil and natural gas resource sectors, and provides landlords and tenants with information and dispute resolution services, strategic policy direction for housing initiatives, and codes and standards for the construction and development industry.

Executive Commitment to Multiculturalism

- MEM remains committed to respectful, honest, trustworthy and ethical behavior in all its communications and actions.

Key Processes, Policies and Structures in Support of Multiculturalism

- Implementing sound strategies to enhance Aboriginal participation in the oil and natural gas and mining industries through economic development initiatives, supporting local employment opportunities, providing First Nations access to training and education programs, organizing industry forums, and increasing capacity to participate in land use decisions.
- Encouraging trade relations with Asia by hosting trade groups from the region, leading an investment trade mission to Asia, and working with the Chinese Federal Government on a cooperative agreement that will strengthen economic ties to B.C. With growing interest in B.C.'s Liquefied Natural Gas (LNG), a variety of Asian companies and government agencies have visited MEM in 2011/12 to receive information and learn more about B.C.'s development strategies.
- Embracing diversity as part of our corporate culture is integral to our ability to meet citizens' needs and expectations. Therefore, the Natural Resource Sector ministries released a Diversity and Inclusiveness Plan in January 2012. The purpose of the plan is to achieve a more inclusive workplace culture and to ensure that our services meet the diverse needs of our communities.
- Building diversity awareness to achieve the culture shift, to date, we have conducted a sector-wide diversity survey and some preliminary communications, to be followed by a vision statement, focus group sessions and various awareness-building activities.
- Reviewing targeted programs and conducting an analysis of our current demographics, we are implementing actions to improve our services to clients and stakeholders, and removing any potential barriers to the recruitment and retention of a diverse workforce.
- Continuing to move forward with long-term plans that will embed the value of diversity into our culture and our business. This is just the beginning.

Highlights of Initiatives

Internal Initiatives:

- Provided information and sought feedback from First Nations on potential amendments to the tenuring provisions in the Petroleum and Natural Gas Act.
- Enhancements to the oil and natural gas pre-tenure referral process by providing an initial impact assessment as part of the referral package. This provides the opportunity to sharing information readily available to MEM and provides a beginning point for information exchange with First Nations.
- Establishment of a presence in northeast B.C. in October 2011 to focus on consultations with First Nations on oil and natural gas parcels requested by industry. With an office in Fort St. John, MEM is initiating regular face-to-face meetings with the First Nations in northeast B.C. on issues related to oil and gas tenuring.
- Directly and indirectly involved in engagements with Aboriginal groups related to proposed LNG developments on the west coast, including negotiating with Haisla Nation and Canada an arrangement for provincial law to apply to the proposed Kitimat LNG project to be built on a Haisla Nation.
- Support to the Ministry of Aboriginal Relations and Reconciliation, which has the provincial lead, in the renegotiation of new consultation process agreements with Treaty 8 First Nations. Staff from the Oil and Gas Commission and Ministry of Justice are also integral to these negotiations.
- Support to BC Hydro and provincial natural resource agencies with policy direction and advice related to engagements with Treaty 8 First Nations in relation to the proposed Site C clean energy project, which is currently in an environmental assessment process.
- Work in collaboration with the Ministry of Jobs, Tourism and Innovation (JTI) to develop information for oil and gas workshops delivered to trade mission staff for marketing natural gas in Asia (focusing on Japan, China, Korea and India).

External Initiatives:

- Co-funded with industry two First Nations students in the two year Northern Lights College Land Management program, ending April 2011.
- Participated in the February 2012 Southern Mountain Caribou Workshop hosted by Saulteau First Nation.
- Translated the Opportunities Guide and slide presentations for investors into Chinese to help the government market B.C.'s rich mineral and coal resources.
- Acted as translators for Chinese delegations meeting with ministry staff in Victoria to discuss investment opportunities and how to do business.
- Worked with JTI to propose memorandums of understanding with China, and Japan and India that would result in interactions that would increase our understanding of other Asian cultures.
- Presented 13 educational sessions on landlord and tenants rights and responsibilities to international students, immigrants and First Nation groups in 2012. (Residential Tenancy Branch (RTB))
- Partnered with the Francophone Affairs Program to increase RTB French language materials, and French spoken in the RTB.
- Translated The Guide for Landlords and Tenants into Chinese and Punjabi, and will soon be available in French. The general RTB brochure is available in Arabic, Chinese simplified, Chinese traditional, Filipino, French, Japanese, Portuguese, Punjabi, Russian, Spanish and Vietnamese. All are available online.
- Greater accessability of Korean and simplified Chinese food primary

(restaurant) licensee terms and conditions videos through the Liquor Control and Licensing website. A new traditional Chinese video and an updated Korean video will be produced early in the fiscal for posting.

- Developed a Request For Quote for a First Nations program coordinator of the B.C. Responsible and Problem Gambling Program. The program coordinator will develop a program component tailored to the specific needs of First Nations communities.
- Provide referrals and counseling services in the languages of their clients for the B.C. Responsible and Problem Gambling Program.
- Provide information and referrals in 10 languages for B.C.'s 24-hour toll-free Problem Gambling Help Line. Brochures, posters and stickers informing the public of the Help Line and other services are available in languages other than English, including Chinese, Spanish, Vietnamese, French, Korean, Tagalog and Punjabi.

Ministry of Environment

Mandate

The Ministry's vision is a clean, healthy and naturally diverse environment with a mission to demonstrate leadership in ensuring our natural legacy for future generations while supporting positive economic outcomes for British Columbia.

Key Ministry goals include: effective action on climate change; clean and safe water, land and air; healthy and diverse native species and ecosystems; well-managed parks and protected areas; shared environmental stewardship; and the sustainable use of British Columbia's environmental resources.

Executive Commitment to Multiculturalism

Embracing diversity as part of our corporate culture is integral to our ability to meet citizens' needs and expectations. In January 2012, the Natural Resource Sector ministries released a *Diversity and Inclusiveness Plan* to achieve

a more inclusive workplace culture, and to ensure that our services meet the diverse needs of our communities. In order to realize such a culture shift, we are building diversity awareness through a number of engagement tools including on-line surveys, communicating information and facilitating focus group discussions.

Examples of the Ministry's commitment to multiculturalism, outlined below, include our work in developing effective partnerships with First Nations in support of the New Relationship, engagement in international partnerships and the provision of public safety and outdoor recreation information in multiple languages.

Key Processes, Policies and Structures in Support of Multiculturalism

Ministry employees participated in training courses and workshops on: trust; effectiveness in working with people; discrimination and violence prevention; diversity; and cross-cultural conflict resolution and leadership.

Highlights of Initiatives

First Nations

- The Ministry is party to a memorandum of understanding with the Gitxsan First Nation to discuss the potential for forest carbon emission offset projects. In addition, the Ministry became engaged in carbon sharing agreements with the North and Central Coast, Haida and Nanwakolos First Nations as part of reconciliation agreements being negotiated by the Ministry of Aboriginal Relations and Reconciliation.
- The Environmental Assessment Office continued to make consulting with First Nations a key priority to address, and, where appropriate, accommodate potential effects of major development on established or asserted aboriginal rights and title.
- The Conservation Officer Service is dedicated to developing and strengthening relationships with First Nations throughout B.C. and improving communication and cultural awareness. The Conservation Officer Service is also committed to using the restorative justice approach and has taken part in restorative justice circles with First Nations over the past year.
- The ministry has actively participated in the Aboriginal Youth Internship Program (AYIP) since 2007. In 2011-12, BC Parks and the Environmental Protection Division developed an AYIP opportunity that included a case study on the Goldstream Provincial Park oil spill last spring.
- In collaboration with the Ministry of Forests, Lands and Natural Resource Operations, the ministry participated in a First Nations Public Service Initiative pilot project. Job shadow opportunities were successfully created in several regional offices. Feedback from participants and staff was very positive.
- The Ministry actively supports and develops agreements to define how the Province and First Nations will work together to manage specific B.C. parks and protected areas. To date, the Ministry has signed 36 Parks Collaborative Management Agreements. BC Parks is also a party to 6 Strategic Engagement Agreements and/or Reconciliation Protocols.

International Relations

- B.C. was active in many international climate change partnerships including the Western Climate Initiative and the International Carbon Action Partnership. B.C. also attended the United Nations Climate Change Conference in Durban and collaborated with the International Emissions Trading Association on several events during the 2012 GLOBE conference.
- Ministry staff regularly participate in training courses offered by UBC

to professional foresters from India. Presentations include techniques for public engagement in environmental management, and B.C.'s approach to compliance and enforcement.

Multi-Language Information

- The BC Parks Lower Mainland brochure, which highlights 10 Lower Mainland BC Parks, was made available in French, simplified Chinese, traditional Chinese and Punjabi.
- The Ministry continued to assist agricultural producers for whom English is their second language by translating its exams about safe pesticide use into Punjabi, Mandarin, Chinese and Vietnamese.

Ministry of Finance

Mandate

Vision: Trusted financial and economic leadership for a prosperous province

- Our ministry plays a key role in establishing, implementing and reviewing government's economic, fiscal, financial management and taxation policies and is responsible for delivering fair, efficient and effective tax administration and revenue and treasury management that fund government programs essential for citizens in British Columbia.

Executive Commitment to Multiculturalism

- The Ministry Executive is committed to a work environment that values diversity and inclusiveness and supports a respectful work environemnt.
- Executive is committed to providing services and publications to the public in as many languages as possible in addition to English and has fostered rich cultural diversity in the make-up of the Ministry workforce to achieve this commitment.
- The ministry ensures policies and legislation are consistent with the principles and objectives of multiculturalism, and continually strives to modify and improve ministry programs and services to ensure that they are supportive of BC's multicultural society.
- The 2011/12 Workforce Profile indicates representation of visible minorities at 22.4%, Aboriginal peoples 1.3% and persons with disabilities 4.3%.

- Visible minorities are well represented in our primary locations – Victoria 17.3%, Surrey 36.4% and Vancouver 46.9%.
- The Ministry's workforce is generationally-diverse with 1.2% Traditionalists, 40.1% Generation X, and 6.3% Millenials.The Ministry has female (59.9%) and male (39.1%) employees.

Key Processes, Policies and Structures in Support of Multiculturalism

- The ministry's Customer Relationship Management Strategy acknowledges the wide cultural diversity of the province and is able to provide service in many different languages based on its diverse employee population.
- The ministry's Taxpayer Fairness and Service Code is based on the principle of providing fair and equitable service that meets the needs of all ministry clients.
- The ministry makes financial and program information available in Chinese and Punjabi, and public affairs staff assist a wide range of ethnic media with queries about financial issues and requests for interviews with the minister. The ministry also keeps informed on issues of importance to members of the multicultural community and promotes their participation in the annual budget consultation process.
- The ministry undertook new recruitment outreach opportunities including sessions with the Disability Resource Centre, the Association of Aboriginal Friendship Centers, Bridges for Women Society and the Inter-Cultural Association of Greater Victoria.
- The ministry designed the PST Outreach Program and identified an outreach team to provide diverse communications and training support to BC businesses.
- The ministry reviewed and assessed the rural property tax service delivery model, including its legislative and operational frameworks to identify opportunities for enhancements and service innovation to meet the diverse needs of the rural community.
- Ministry-specific new employee orientation sessions and materials include information on diversity.
- Wellness and social events reflect the varied interests of our ministry's workforce, and are targeted to people of all ages and cultural backgrounds.
- Flexible work options are supported which respects employees' needs while meeting business requirements.
- The ministry held Diversity Awareness sessions with senior managers, all supervisors and all branch employees in support of the new Diversity Strategy.
- The ministry developed a comprehensive communications plan that includes a focus on diversity concepts.

Highlights of Initiatives

- Communication activities included:
- Chinese and Punjabi translations of the 2012 budget update highlights and budget consultation papers
- The Taxpayer Fairness and Service Code has been translated into eight different languages including Simplified Chinese, Traditional Chinese, French, Japanese, Korean, Punjabi, Tagalog (Filipino) and Vietnamese. These translations represent some of the most common languages spoken at workplaces in the province.
- The ministry hosted a delegation of senior officials from the government of India as part of a two week study tour to Canada.
- The Ministry provided two interesting and challenging assignments for the 2011 Aboriginal Youth Internship Program – one in Policy and Legislation and one in the Office of the Comptroller General.

- The Ministry has incorporated diversity and multiculturalism into its human resource materials, programs, training, and employee communications, and will continue this practice.
- The Ministry remains committed to following government hiring practices that are fair and equitable and based on the principles of merit.
- The Ministry supports new employees requiring enhancement to language skills through Advanced ESL classes and provides opportunities for employees to showcase their heritage to others with presentations and other activities.

Ministry of Forests, Lands and Natural Resource Operations

Mandate:

The Ministry of Forests, Lands and Natural Resource Operations consolidates policy administration and Crown resource management to provide integrated services to British Columbians, fulfilling government's commitment to simplify authorization processes for activities on the land base under a single land manager. By bringing provincial natural resource operations together into one ministry, we can make more informed decisions that fully consider the environmental, social and economic factors of land and resource use.

Executive Commitment to Multiculturalism:

The ministry is committed to creating a work environment that reflects, respects and values the diversity of British Columbia; provides a workplace that is free of racism, harassment and discrimination; and ensures equal opportunity for full participation and access to all services within the communities they serve.
We support the Province's commitment to a New Relationship with Aboriginal peoples and continue to engage, consult and accommodate First Nations interests and values while providing responsible access to land and resources.

Key Processes, Policies and Structures in Support of Multiculturalism:

The ministry reviews and evaluates policies, programs and services continuously to ensure they are fair, equitable and do not impose barriers. We recognize the many benefits of eliminating discrimination from the workplace and continue to support programs aimed to create an inclusive working environment.

Natural Resource Sector Diversity and Inclusiveness Plan

Embracing diversity as part of our corporate culture is integral to our ability to meet citizens' needs and expectations. Therefore, the Natural Resource Sector ministries released a Diversity and Inclusiveness Plan in January 2012. The purpose of the plan is to achieve a more inclusive workplace culture and ensure that our services meet the diverse needs of our communities.

In order to realize such a culture shift, we are building diversity awareness. To date, we have conducted a sector-wide diversity survey and some preliminary communications to be followed by a vision statement, focus group sessions and various awareness-building activities.

Through a review of targeted programs and analysis of our current demographics, we are implementing actions to improve our services to clients and stakeholders and remove any potential barriers to the recruitment and retention of a diverse workforce.

This is just the beginning. We continue to move forward with long-term plans that will embed the value of diversity into our culture and our business.

Highlights of Other Initiatives:

- Sessions on First Nations cultural awareness.
- Distribution of materials promoting diversity.
- Training opportunities encouraging staff to eliminate racism and appreciate cultural diversity.
- Training on government policies prohibiting discrimination in the workplace.
- Continued employment of Aboriginal fire crews.
- Ongoing participation in the Aboriginal Youth Internship Program.
- Training to First Nations in Crown land policies and procedures.

Ministry of Health

Mandate:

To guide and enhance the province's health services to ensure British Columbians are supported in their efforts to maintain and improve their health.

Executive commitment to multiculturalism:

The Ministry of Health has overall responsibility for ensuring quality, appropriate, cost effective and timely health services for all British Columbians. The Ministry works with health authorities, care providers, agencies and other groups to provide customized care that addresses the unique needs of patients and specific patient groups. Health system values that guide organizational behaviour include:

- Citizen and patient focus which respects the needs and diversity of all British Columbians;
- Equity of access and in the quality of services delivered by government; and
- Access for all to quality health services.

Key processes, policies, structures and practices in support of multiculturalism:

- The Ministry promotes equitable opportunity through merit based competitions, thereby achieving staff representation from all four target groups and diverse cultural backgrounds, with

women constituting 68 percent of the Ministry workforce and 55 percent of the executive team;

- The Ministry serves BC's diverse population and works with stakeholders and partners who reflect that diversity. Appointments made or recommended by the Ministry reflect this reality. Examples are the appointment of the Aboriginal Health Physician Advisor as Deputy Provincial Health Officer, visible minorities to13 percent of all Mental Health Review Board (MHRB) positions, 25 percent of board physician member positions and 50 percent of board staff positions;
- Discussion and sharing of cultural backgrounds, experiences and their significance are part of the Ministry's inclusive culture and contribute to employees' awareness and understanding of the requirements of culturally responsive service and regulation;
- Inclusivity is supported through workshops on Discrimination Prevention, Building a Respectful Workplace, Understanding Mental Health and tools such as Tips for Inclusivity, Communication for Diverse Teams and Inclusive Interviewing as well as related videos, books, inspiring profiles and data on health characteristics, needs of diverse groups through the Diversity @ Work Ministry web page;
- Indigenous cultural competency training offered through the Provincial Health Services Authority is available to Ministry staff and is one component of an overarching Tripartite Cultural Competency Framework being developed.

Highlights of Initiatives:

Human resources strategies for the health system support culturally responsive and inclusive services, and include the following:

- Continued attraction and retention of internationally educated health professionals through the BC Provincial Nominee Program, competency based assessments for nurses and care aides and regulatory reform to enable provisional, restricted, conditional licensure and expansion of the IMG-BC postgraduate medical education program for internationally educated physicians. The target is to have 134 international medical graduates (IMGs) in training, 300 internationally educated nurses assessed between 2011-2013 and 58 entry level IMG positions added by 2016;
- HealthLink BC continued its 24/7/365 service for BC residents providing non-emergency health information via phone (8-1-1) in more than 130 languages and online at www.HealthLinkBC.ca as well as daytime translation services on Seniors Information Line;
- Health Insurance BC continued to provide Fair PharmaCare multilingual registration service;
- The MHRB continues to pay for interpreters at hearings and a new website provides simplified descriptions of hearings, application procedures, etc.;
- HealthLink BC and other Ministry staff continued to promote awareness of Ministry programs via the BC HealthGuide Handbook and other ethnocultural and Aboriginal specific tools to support healthy, active lifestyles and aging and through ethnically diverse health fairs and trade forums, as well as presentations in appropriate languages to multilingual and new Canadian audiences, multicultural settlement workers and to Aboriginal audiences about PharmaCare and Diabetes Management;
- The Ministry has increased the number of languages in which it provides documents such as BC Child Health Passport, BCHealthFiles, Helping Seniors Live Well: BC Seniors' Guide, Healthy Eating for Seniors (also adapted to reflect

cultural food preferences), Fair PharmaCare brochures, BC Smoking Cessation Program and Diabetes Management information sheets, as well as web based information such as Caring About Food Safety, PharmaCare and SeniorsBC.ca;

- The Ministry's ThinkHealthBC initiative engages British Columbians in a dialogue about healthcare and enhances access to information through social, traditional and cultural and multilingual media.
- Through the Alzheimer's Drug Therapy Initiative-funded Dementia Education Program, five workshops were provided for clinicians who care for South Asian and Chinese populations;
- A provincial Aboriginal Mental Wellness and Substance Use Plan, which was developed collaboratively with Tripartite partners, included strategies and actions to improve and promote mental wellness in youth, prevent youth suicide and address problematic substance use and associated harms;
- An Environmental Scan of Oral Health Services for Aboriginal Children was released and a provincial dental strategy was developed collaboratively with the First Nations Health Authority;
- A Tripartite Aboriginal Doula Initiative was implemented to enhance perinatal services;
- An Information Sharing Agreement was signed to allow data sharing between the Ministry and the Métis Nation BC as part of the Métis Public Health Surveillance Program.
- The BC School Fruit and Vegetable Nutritional Program for First Nations Schools was developed in partnership with the First Nations Health Council and BC Agriculture in the Classroom Foundation.
- Funding was provided for Food Skills for Families which teaches cooking and healthy eating skills culturally adapted to Punjabi and Aboriginal families and new immigrants;
- The Ministry liaised with the Federal Government to fund Active Aging: Immigrants and Age-friendly Communities to support older ethnocultural adults in healthy, active aging initiatives;
- A unique regulatory framework for Immigrant and Refugee Child Minding Services under the Child Care Licensing Regulation was developed in collaboration with the Ministry of Jobs, Tourism and Innovation and Welcome BC for child minding services provided to parent newcomers to Canada;
- The Ministry partnered with the First Nations Health Council and First Nations and Inuit Health to develop a First Nations Electronic Medical Record Planning Strategy and to plan a First Nations TeleHealth Expansion Project to increase access to health services in up to 30 First Nations communities and supported the Penticton Indian Band to implement an Electronic Medical Record;
- The Ministry funded the Aboriginal Sport, Recreation and Physical Activity Partners Council to increase the focus on healthy lifestyles at the annual provincial Aboriginal youth conference: Gathering Our Voices
- The Ministry launched a Telepsychiatry videoconferencing project with partners: First Nations Health Society, Vancouver Coastal Health Authority, First Nations and Inuit Health and a community psychiatrist;
- The Ministry's iCON intiative provides culturally relevant, linguistically appropriate health information on chronic disease management to BC's multicultural population.

Ministry of Jobs, Tourism and Innovation

Mandate

The Ministry of Jobs, Tourism and Innovation manages key lines of government service that help create the economic prosperity needed for the success of families and communities across the province. This means seizing the opportunities and responding to the challenges of a globalized economy in order to create new jobs, defend existing ones and position the province for long-term growth.

To support this vision, the ministry works to:

- Open international and domestic markets to B.C. products and attract and facilitate major new investments in the province.
- Develop key industries and regions to their full economic potential.
- Support research, innovation and entrepreneurship.
- Ensure that B.C. has enough skilled, highly productive workers to meet the needs of our growing economy.
- Develop B.C.'s tourism industry.

Through its multiculturalism programs, the ministry also promotes the acceptance and appreciation of diverse cultures in our province. Since September 2011, the ministry has also been responsible for supporting the work of the Minister of State for Multiculturalism, a role previously performed by the Ministry of Social Development.

Executive Commitment to Multiculturalism

The ministry recognizes the wide-ranging social and economic benefits associated with multiculturalism. Ministry programs present opportunities to showcase British Columbia's exciting multicultural identity to the world and also to build on our inherent linkages around the globe. The ministry fosters an environment of trust and respect and works to ensure that the work environment is free of discrimination, harassment or racism.

The ministry employs staff in our many offices in and out of the province, who are not only reflective of B.C.'s diversity, but who are also able to implement local and international programs and policies in a culturally sensitive manner.

Key Processes, Policies and Structures in Support of Multiculturalism

The ministry has a strong commitment to providing information about B.C. programs and opportunities in languages and culturally-appropriate formats for newcomers to B.C., those considering relocating to work or settle here and to prospective international business partners, investors and tourists. To foster a work environment that values individual and cultural differences, ministry employees continue to be supported to build their skills and knowledge in areas such as discrimination and violence prevention, within an environment of trust and diversity awareness.

Highlights of Initiatives

Internal Initiatives:

- WelcomeBC, the Province's strategic framework for immigrant settlement and integration programs and welcoming

communities initiatives, supports a range of initiatives that promote multiculturalism and awareness, not only at the community level, but also within the ministry.

- Cross-cultural sensitivity and international savvy are essential in the execution of our business. Our team is highly representative of the multi-cultural communities that make up British Columbia, which contributes to a strong internal culture of diversity. For example, within the International Trade and Investment Attraction Division alone, 37 people can communicate in a language other than English (more than 17 languages and dialects). Likewise, in the Labour Market and Immigration Division, there are approximately 18 different languages spoken by employees.
- As part of the implementation of our ministry's Diversity Strategy we:
  - provided all staff with the opportunity to participate in a half day diversity awareness workshop led by a leader on global diversity;
  - provided staff with assessment tools and resources at diversity-related workshops; and
  - for one business area, completed an assessment to identify opportunities to enhance program delivery by applying a diversity lens to program design.

External Initiatives:

- Many of the resources and supports offered by the ministry in 2011/12 have been developed in languages that are accessible to diverse audiences. Websites, telephone lines, key tools, program guides and customer support services are offered in numerous multilingual formats for tourists, investors, business partners and immigrants. This includes Visitor Servicing out of the Vancouver International Airport that is available in 170 languages and publications, such as the BC Newcomers' Guide which is available in 11 languages.
- The ministry publishes the Starting a Small Business Guide and the British Columbia Import Export Guide in nine languages: English, French, Simplified Chinese, Traditional Chinese, Japanese, Vietnamese, Korean, Punjabi and Filipino.
- In January, 2012, the ministry hosted an Aboriginal Small Business Roundtable consultation in Vancouver to identify the issues and opportunities facing Aboriginal small business owners.
- British Columbia features prominently at international trade events in China, Japan and Korea through signage, investment promotion and export materials translated into Mandarin, Korean and Japanese. The Province's international trade and investment website, www.britishcolumbia.ca, is also available in Mandarin, Korean and Japanese.
- British Columbia continues to ensure that trade agreements allow for the use of cultural subsidies, facilitate the recognition of foreign occupational credentials and support initiatives related to Aboriginal peoples. For example, B.C.'s New West Partnership Trade Agreement, signed with Alberta and Saskatchewan in April 2010, recognizes the importance of multiculturalism.
- The Tsleil-Waututh (SAIL-WHA-TOOTH) Nation has made a $2 million equity investment in Surrey-based Endurance Wind Power (Endurance). As part of the partnership, the Tsleil-Waututh will become the distributor of Endurance's community-based wind turbines to First Nations and Indigenous groups in Canada and the U.S. Endurance received approximately $5 million of investment from the BC Renaissance Capital Fund.
- The Major Investments Office produces its information and website in eight languages: English, Korean, Spanish, Japanese, German, French, Simplified Chinese and Traditional Chinese.

- The ministry's Tourism Division has overseen the introduction of many programs geared for multi-cultural audiences, including:
- Ongoing consumer, travel trade and travel media relations programs in Europe (UK, Germany, France), Asia (Japan, Korea, China, India), Australia and Mexico.
- Language support – The ministry conducts much of its business in the language of our visitors and key markets:
    - Team members in Germany, China, Japan, Korea and Mexico speak the language of the country in which they are based; and
    - The British Columbia Visitor Centres make efforts to hire staff who are multi-lingual in order to better service non-English speaking visitors.
- WorldHost customer service workshops educated 750 tourism frontline staff throughout B.C. about the service expectations of various international target markets.
- The ministry worked with the Société de développement économique de la Colombie-Britannique to help train artisans and showcase an Economusée Network on Vancouver Island that helped businesses connect their crafts and products with visitors.
- The ministry continues to work with the Aboriginal Tourism Association of B.C. on the implementation of programs that develop and market Aboriginal tourism products.
- The Mountain Pine Beetle Epidemic Response Branch supports the diverse Mountain Pine Beetle-impacted communities of rural B.C. in creating and implementing socio-economic adjustment and mitigation plans. The branch works closely with the three Community Beetle Action Coalitions (Omineca, Cariboo-Chilcotin and Southern Interior) to develop and implement projects and initiatives that assist with impact mitigation and respect the cultural, geographic, social and experiential diversity of those communities.
- In 2011/12 the branch and the Community Beetle Action Coalitions demonstrated their commitment to accessibility, diversity and multiculturalism by supporting projects that included: consultation with First Nations elders on current community social service initiatives and interactions; provision of job skills training to First Nations community members; assistance to First Nations communities in furthering their proposed green energy development projects; and promotion of international tourism with China.
- Two of the Beetle Action Coalitions (Cariboo-Chilcotin and Southern Interior) represent the only larger-scale regional economic development organizations in the interior that have both local government and First Nations members.

WelcomeBC Settlement, Language and Labour Market Programs and Initiatives:

- 110,000 immigrants and their families received settlement services, including 4,900 vulnerable immigrants (including refuges and at risk youth), to enable them to achieve social and economic success at both the individual and community level.
- Settlement services aimed at integrating immigrant youth and their families into schools and communities were delivered at 1,000 schools under the Settlement Workers in Schools program, which received a Premier's Award for Partnership in 2011.
- More than 20,000 recent immigrants enrolled in the English Language Services for Adults and English as a Second Language Settlement Assistance programs. These programs support

immigrants in achieving their settlement and labour market language goals through classes and tutoring offered across B.C.

- WelcomeBC continued to build on the success of the Skills Connect for Immigrants Program that, to date has helped more than 12,000 immigrants achieve employment, or identify the pathway toward employment, that builds on their international education, skills and experience.
- 23 community partnership tables were supported across B.C. to build on the legacy of the Welcoming and Inclusive Communities and Workplaces program, which was recognized with a B.C. Premiers' Award for the Lower Mainland Region in the category of Innovation.
- Held WelcomeBC outreaches at Chinese New Year in the Lower Mainland and Multicultural Health Fairs in Kelowna, Vancouver and Vernon.
    - WelcomeBC introduced web, mobile and collateral materials to assist newcomer and multicultural communities across B.C. These included:Extending the multilingual content on WelcomeBC.ca to include Hindi, Traditional Chinese, Russian, Portuguese, Japanese and Farsi.
    - Expanding the ELSA/Settlement advertising campaign to include outreach to multicultural communities in Mandarin, Cantonese, Punjabi, Filipino and Korean.
    - Launching WelcomeBC YouTube and Issuu and hosting multilingual videos, PSAs and flip books.
    - Releasing the 2012 Newcomers' Guides in 11 languages and nine B.C. Newcomers' Guide videos in 11 languages. These videos, released online and in mobile format, represent the first multilingual mobile content of this kind for the Province.
- The new WorkBC website launched a translation service using Google Translate to ensure labour market information products and services are accessible to diverse audiences.
- The Job Fest 2012 tour is reaching out to Aboriginal Communities to encourage the engagement of Aboriginal youth. The JobFest Aboriginal Relations Coordinator has participated in tour events in New Aiyansh, Kitwanga, Iskut, Dease Lake and Prophet River and worked directly with First Nation communities in these regions to encourage youth participation in Job Fest activities.
- 1,195 at-risk youth went through the BladeRunners Program to receive life and job skills training plus work experience. Approximately two-thirds of the participants were Aboriginal.

Industry Training Authority (ITA) - Aboriginal Initiatives

The Aboriginal Advisory Council, comprised of members from the Aboriginal community, industry, government, training providers and apprentices to help articulate a vision for Aboriginal industry training, developed Aboriginal Initiatives to work collaboratively with industry, training providers, labour unions, government and other stakeholders to meet industry's training needs while at the same time providing career development opportunities for individuals.

- This year, 686 individuals participated in ITA Aboriginal Initiatives.
- The number of Aboriginal individuals taking trades training at public institutions grew from 609 in 2006/07 to 1,236 in 2011/12, which is 8.8% of all people taking trades training at public institutions.
- In addition to programming specifically targeted to Aboriginal individuals, 1,278 Aboriginal individuals participated in Canada/BC Labour Market Agreement-funded programs in 2011/12.

EmbraceBC Programs and Initiatives:

- The "Interfaith Bridging" program provided funding support to 14 communities across B.C. to strengthen and build relationships between diverse, established faith communities to increase understanding of intersecting identities, such as a person's faith, culture and ethnicity.
- Supported the Multicultural Advisory Council in hosting the 3rd annual Provincial Nesika Awards at the Vancouver Art Gallery in November. These awards recognize the work of individuals, organizations and business in their promotion of multiculturalism and efforts to eliminate racism in British Columbia.

Ministry of Justice

Mandate

The mandate of the Ministry of Justice is to lead law reform in British Columbia, see that public affairs are administered in accordance with the law, and ensure that British Columbia is a province where people are safe. The Ministry's portfolio includes: Community Safety and Crime Prevention; Corrections; Court Services; Criminal Justice; Emergency Management BC; Justice Services; Legal Services; Office of the Superintendent of Motor Vehicles; and, Policing and Security Programs.

Executive Commitment to Multiculturalism

The Ministry of Justice works continuously to update and improve its programs to ensure they are delivered equitably and in a way that reflects sensitivity towards multiculturalism and ensures compliance with the Charter of Rights and Freedoms, the Human Rights Code and the Multiculturalism Act. The Executive team leads the Ministry in the commitment to multiculturalism.

Key Processes, Policies and Structures in Support of Multiculturalism

The Ministry values diversity in the workplace where individuals are treated with respect and can work without discrimination. We ensure cultural competencies are built into our hiring process where appropriate. The Ministry works with stakeholders to ensure policy and program development reflects the diversity of the province.

Highlights of Initiatives

Community Safety and Crime Prevention Branch

- Offers specialized multicultural and Aboriginal victim services, outreach and counselling support for women impacted by violence.
- Supports VictimLink BC, a toll-free service in 130 languages (including 17 Aboriginal languages) that provides information and referral services to victims of crime, including women who have experienced violence.
- With Justice Canada, undertook a Healing the Circle project focused on service delivery best practices for Aboriginal crime victims.
- With National Crime Prevention Centre Canada, is undertaking an intensive, three year, community-driven crime prevention project in three different Aboriginal communities.
- Through Civil Forfeiture funds, provided funding to several Aboriginal communities for crime prevention and remediation projects.
- Through the Office to Combat Trafficking in Persons, maintains dialogue and partnerships with immigrant, refugee, multicultural and Aboriginal organizations to identify, protect and provide culturally sensitive services to trafficked persons, including
  - Ongoing distribution of Pocket Cards in 14 languages with information on Human Trafficking and a toll-free number to call for assistance;
  - A toll-free number (handled by VictimLINK BC) that directs callers who are unable to communicate in English to an over the phone interpretation service;
  - Ongoing delivery of the 1st Human Trafficking Training Curriculum in Canada, developed in consultation with representatives from Aboriginal, Settlement and Interpretation organizations, Multicultural Victim Services, and immigrant and refugee service networks;
  - Organized and delivered a one day event on human trafficking for the Affiliation of Multicultural Societies and service Agencies of British Columbia.

Corrections

- Recruits widely to exemplify cultural diversity, and provides training in multicultural awareness and discrimination prevention.
- Offers culturally-adapted relationship violence and substance abuse programs for court-ordered individuals with language barriers.
- Aboriginal service providers deliver spiritual leadership, counselling and cultural programs in all custody centres to facilitate offender reintegration.
- The national Aboriginal Justice Strategy, to support community-based services for Aboriginal offenders in 35 communities across the province, has been published.
- The Native Court-worker Program, a federal-provincial program covering 74% of BC courthouses, helps aboriginal persons navigate the justice system.

Court Services Branch

- Provides ongoing support to cross-ministry and multi-lingual websites on the justice system, including links to online resources and legal publications.
- Maintains multilingual fact sheets, pamphlets, brochures and forms regarding a variety of programs and services.
- Provides circuit court in three First Nations communities including: Kwadacha; T'say Keh Dene; and, New Aiyansh.
- Many court locations have court workers with an Aboriginal background who assist Aboriginal Peoples by guiding them

through processes and providing them with referrals to legal, social, educational, employment and medical services.

- During Law Days, various multicultural organizations participate and present information which is available to anyone in attendance.
- Some court locations have used sentencing circles since 2002. An off-site sentencing circle was piloted in Surrey, January 2008.
- Retains a pool of over 200 court interpreters who provide interpretation services at Criminal, Youth, Traffic, Municipal and Family Court hearings, in over 50 spoken languages and visual languages for the deaf and hard of hearing.
- Court proceedings are conducted in French or in bilingual French/ English in two court locations: Victoria (Contraventions Act proceedings only) and New Westminster (criminal and youth court proceedings), which, on occasion, travels to other court locations to conduct bilingual or French trials.
- Violation ticket centre automated telephone system includes client information in multiple languages.
- Joined with the Tsawwassen First Nation to implement certain provisions of the Tsawwassen First Nation Final Agreement, which came into effect on April 3, 2009, allowing for some civil and criminal matters arising under Tsawwassen Law to be heard in BC courts. This successful implementation represents an historic moment in the evolution of the BC justice system, particularly with respect to making space in the province's court system for the laws and legal processes of a self-governing First Nation.
- In 2011/12 Court Services created a database of French-speaking potential jurors in BC.

Criminal Justice Branch

- In early 2011/12, the Branch and the British Columbia Crown Counsel Association approved a project plan to promote diversity and inclusiveness in BC's Prosecution Service. The Branch aligns its plan with the recent diversity initiatives of the Ministry of Justice and continues to focus on many initiatives that promote multiculturalism, both within the Branch and with external stakeholder groups.
- A number of diversity actions underway include research into diversity resources locally, nationally and internationally, translation of Branch materials, use of inclusive language in Branch publications, participation in university diversity events, preparation of an orientation program that fosters diversity, and will introduce new initiatives in the next fiscal year, including diversity training at the upcoming annual Crown Counsel conference. This past year, the Criminal Justice Branch translated into five languages Crown Counsel Policy Manual material, including the Spousal Violence policy that guides prosecutorial discretion.

In addition, as in previous years, the Branch:

- Ensures inclusive language is used in our internal and external communications that promotes multiculturalism, diversity and inclusiveness;
- Participates in First Nations Court (located in New Westminster), which is a community-based, less formal court process for accused who identify as First Nations. The sentencing process involves the development of a holistic "healing plan" for the offender to address the underlying issues that may have lead to the crime being committed.
- Continues its role on the Hate Crime Team providing legal advice, information and support to the police and other Crown counsel across the province. Cases in which criminal activity is motivated by

bigotry and intolerance of others are regarded as serious matters, whether bias, prejudice or hate is an aggravating factor as set out in s. 718.2 of the Criminal Code, or the offence is one of wilful promotion of hatred or advocating genocide, as provided for in s. 318 and s. 319 of the Criminal Code.

- Maintains a Resource Counsel position within the Branch to assist the Crown with files which may have an element of hate or bias to them.
- Maintains a liaison with the Vancouver Police Department Diversity Policing Section.
- Staffs a French prosecutions team.
- Committed to alternative measures programs that recognize the traditional values and customs of aboriginal communities and have been authorized under section 717 of the Criminal Code.
- Contributes to the development of a cross-ministry multi-lingual website explaining the criminal justice system in BC (JusticeBC).

Emergency Management BC

- Supports local authorities' development of culturally appropriate emergency response and recovery plans.
- Established the Integrated Disaster Council of BC, comprised of disaster response agencies, multicultural groups, and the First Nations Emergency Services Society.
- A Letter of Agreement with Aboriginal Affairs and Northern Development Canada (formerly Indian and Northern Affairs Canada) pledges Ministry support for First Nations communities for required emergency assistance during response and recovery operations.
- Have developed public safety brochures in Punjabi, Cantonese and Mandarin.
- Office of the Fire Commissioner supports First Nations communities in fire investigations via direct request from RCMP, Coroners or the First Nations communities.
- Support local fire departments through culturally diverse fire safety initiatives.
- Brochures dealing with the Coroners Service roles and responsibilities and with child deaths are available in a variety of languages.
- Given the sensitive nature of the work undertaken by the Coroners Service, we ensure that all staff are trained and knowledgeable in order to ensure our services are respectful of different cultural practices and beliefs."
- Coroners work closely with interpretation services provided through police departments and police victim services agencies to ensure coroners are able to communicate with family members in their chosen language.

Criminal Justice and Legal Access Policy Division

- The Ministry provides core funding to the Legal Services Society (LSS) to deliver public legal education and information. Significant materials have been translated into a variety of languages, including: Chinese, Farsi, French, Japanese, Korean, Punjabi, Spanish, Vietnamese, Russian, Arabic and Polish. Legal information is also provided through ethno-cultural media outlets, such as radio and newspapers and many public legal education and information programs have been tailored for First Nations audiences.
- Additionally, LSS introduced several new initiatives in Aboriginal services, including:
- the Gladue report disbursement pilot project, which supports Aboriginal clients who face sentencing in court; legal aid intake on reserves; a legal aid awareness campaign; and, new public legal education and information materials.

Dispute Resolution Office (DRO)

- Through the Ministry of Jobs, Tourism and Innovation, the Dispute Resolution Office administers funding directed at enhancing public legal education and information for new immigrants, which has resulted in increased access to law related classes for English Language Services for Adults, expansion of the Court Information Program for Immigrants and enhanced training and collaboration between Public Legal Education and Information and settlement agencies resulting in better web access to tools and resources about employment standards, housing issues, family law and increased use of multicultural media.
- The Dispute Resolution Office's human rights program funds the British Columbia Human Rights Clinic to provide information, general advice, and advocacy services, including full legal representation, to eligible persons who require assistance in filing or responding to a complaint under the Human Rights Code. The Code protects British Columbians from discrimination in areas such as employment, housing, and services and facilities customarily available to the public on the basis of race, colour, ancestry, place of origin and religion (other grounds include age, marital status, family status, physical or mental disability, sex and sexual orientation).
- Education about rights and obligations under the Human Rights Code is provided through the ministry funded British Columbia Human Rights Coalition, which includes a telephone service to respond to requests for information from the public about human rights matters; a comprehensive human rights website, which includes information in English, Chinese and Punjabi; and, seminars and training sessions for various ethnic and cultural groups and immigrant-serving agencies, as well as employers, service providers, labour representatives, and other interested groups throughout BC.
- At a national level, as a member of the Continuing Committee of Officials on Human Rights, the ministry reports on BC's compliance with various United Nations human rights treaties (such as the International Convention on the Elimination of All Forms of Racial Discrimination), and participates in federal-provincial-territorial discussions considering whether Canada will ratify or become a signatory to other instruments.

Family Justice Services Division

- The Child Protection Mediation Program provides brochures in Chinese, Filipino, French, Korean, Persian, Punjabi, Spanish, and Vietnamese languages.
- Interpretation services and cultural supports are used in child protection mediation where necessary to support participation and accessibility for the diverse needs of ethnic groups in BC.
- The Parenting After Separation Program (a free, three-hour seminar to inform parents about the effect of divorce and separation on children) is offered in Cantonese, Mandarin, Punjabi and Hindi in various locations in Vancouver and Surrey. A handbook for parents is available in Chinese, French and Punjabi.

Maintenance Enforcement and Locate Services

- Multilingual services provided on an ad hoc basis, as needed in Mandarin, Cantonese, Spanish, French, German, Farsi and Portuguese.

Legal Services Branch

- In conjunction with Criminal Justice Branch, has a specific articled student position for indigenous articled students. This program allocates one articling position annually for a law student having indigenous ancestry.

Office of the Superintendent of Motor Vehicles

- The Responsible Driver Program is a remedial program for impaired drivers. Every Canadian province and many jurisdictions throughout the world have similar programs and they have been shown to reduce the risk of repeat impaired-related accidents and convictions. BC partners with Stroh Health Care to deliver the program province-wide. In addition to English, Stroh Health Care offers counselling sessions in several different languages including Punjabi – Hindi, Cantonese – Mandarin, Korean, Vietnamese, and Spanish. Stroh Health Care also welcomes translators into counselling sessions, as a user-pay service.

Policing and Security Programs Division

- Police Services Division cost shares with Public Safety Canada (48 -52 per cent) the provision of a dedicated policing service to First Nation communities. The goal of the First Nation Community Policing Service is to ensure that First Nation communities receive policing services that are culturally sensitive and responsive to the particular needs of the communities and that enhance the level of policing services normally provided by the RCMP under the Provincial Police Service Agreement. Police officers providing an enhanced service spend one hundred per cent of their time to policing needs of the First Nations communities. In 2011/12, four new Community Tripartite Agreements were signed with four First Nation communities. There were a total of 108.5 police members providing an enhanced service to 130 First Nation communities throughout BC through 53 Community Tripartite Agreements.
- In 2012, a First Nations Policing page was added to the Ministry of Justice website. This will allow First Nations with an interest in First Nations policing to access information and resources. *http://www.pssg.gov.bc.ca/policeservices/firstnations/index.htm*

Labour, Citizens' Services and Open Government

Mandate

Labour: To ensure safe, healthy and fair workplaces where employers and workers prosper and contribute to BC's economic growth and prosperity.

Citizens' Services and Open Government: To provide front-line services to citizens on behalf of other ministries, and commitment to citizen-centred service delivery and the advancement of innovation and collaboration across government. The Ministry also plays a leadership role in transforming how citizens and clients interact and receive services from government.

Executive Commitment to Multiculturalism

The Ministry recognizes the multicultural make-up of British Columbia and strives to have a workforce that reflects the diversity of the public we serve. We are committed to working towards ensuring that all workers and employers in B.C. have access to information and resources in different languages and

will continue to partner with stakeholders to strengthen public outreach efforts. Internally, we continue to building a strong and capable organization that values diversity in the workplace and ensures that individuals are treated with respect and dignity. The importance of multiculturalism within our organizational culture supports our goals of employing outstanding people and providing service excellence to citizens.

Key Processes, Policies and Structures in Support of Multiculturalism

Understanding both the diversity of the population we serve, and the diversity of the workforce we count on to deliver our services is important. BC Stats, in partnership with the BC Public Service Agency, provides statistical information and related analysis about the diversity of the BC Public Service, which enables ministries to assess how their staff complement reflects the available workforce in BC.

Our fair and transparent staffing framework ensures that we always have diverse hiring panels that ensure new employees are reflective of BC's multicultural composition. We also promote a culture of respect for multiculturalism in part through our diversity strategy and discussions about the public service core values including intolerance of discrimination and the importance of multiculturalism. Activities are initiated by ministry staff such as multicultural potlucks, and "Culture Club" which features presentations and events for all staff that celebrate diverse cultures. The Ministry committed to three diversity action items in its 2011/12 Diversity Strategy focusing on enhanced accessibility to ministry services and buildings, updating labour legislation to reflect the changing needs of citizens, and developing leaders and staff within the ministry to leverage and support diversity and inclusiveness in the workplace.

Externally, the diverse cultures within the ministry enable staff to communicate fluently in 18 languages other than English, to citizens; host regular ethnic media campaigns; and promote the intra- and inter-governmental working groups and initiatives that deal with sectors of the economy where there is a strong multi-cultural presence or focus, such as Temporary Foreign Workers and the Seasonal Agricultural Workers Program. The Ministry continues to promote initiatives at Robson Square Plaza and Ice Rink such as: Ballroom Dancing and Salsa Dancing; Hapa-Palooza: a Vancouver celebration of Mixed-Roots Arts and Ideas ~ a new cultural festival celebrating the city's identity as a place of hybridity, synergy and acceptance; and an open-air performance of Euripides tragedy, "IPHIGENIA IN TRURIS".

Highlights of Initiatives

- Translated educational materials for workers and employers, including the Guide to the Employment Standards Act, self-help kit, videos, specific sectoral information and various factsheets available online and in print in 10 languages.
- Translation services in more than 100 languages through WorkSafeBC's Language Line to assist workers and employers with workers' compensation matters.
- Educational appearances on ethnic media including TV and radio spots in Mandarin, Cantonese and Punjabi (10 in 2011 and 23 in 2010).
- Participation in the Immigrant Public Legal Education and Information Consortium Project which delivers public legal and education information to new immigrants.
- Informational seminars targeted for First Nations, new immigrant workers and business owners on employment rights.
- Compilation of a Cultural Intelligence Inventory that details the various multicultural resources and services available at Labour.
- The Farm Labour team undertook train-the-trainer projects with multicultural organizations to assist them share information with their clients.

- The Ministry developed the iworkforbc microsite to support a strategic external hiring campaign. The site was purposely designed to reflect our diverse workforce and attract interest from people from many backgrounds.
- The Ministry built a Francophone section within gov.bc.ca to feature services that are available for French-speaking British Columbians, and participated in la Journée de la francophonie at the B.C. Legislature on March 13, 2012.
- The Pathways to Technology project continued to gather momentum in Fiscal 2011/12 as connectivity expanded to more First Nations throughout the province. As of March 31, 2012, 170 of 203 First Nations now have access to broadband backhaul or transport services.
- Efforts to spark a renewed conversation about the value of diversity in our organization resulted in the dedication of four sessions to human equity in the workplace during a two-day learning event (UniverCITZy) in May 2011. Over 400 people attended, with an additional 40 people participating in a virtual workshop.
- In partnership with Jobs, Tourism and Innovation and the Public Service Agency, the Ministry conducted the Service Delivery to Diverse Populations Survey. This survey will enhance government's understanding of the service experiences, preferences, access patterns, and service satisfaction levels among different diversity groups, including Aboriginals, visible minorities, and recent immigrants.
- BC Stats conducted surveys of public attitudes on newcomers, as part of the Welcoming and Inclusive Communities and Workplaces Program (WICWP) Research Framework. WICWP, a WelcomeBC initiative, fosters community capacity-building in becoming more welcoming and inclusive to immigrants and newcomers.
- The Ministry has redesigned the Blue Pages of the telephone directory to provide contact to government programs and service in a broader, plain language format.
- Procurement Services delivered training sessions between January and May 2011, for the Government Non-Profit Initiative (GNPI), which included agencies that provide services to Aboriginal, new immigrant and multi-cultural clients.

Ministry of Social Development

Mandate

The vision of the Ministry of Social Development is that of a province in which every British Columbian has the ability to realize their full potential and make meaningful contributions to their community. The Ministry supports this vision by providing access to the services and resources to help clients build resilience. The Ministry also focuses on delivering responsive, innovative and integrated services to individuals with disabilities and their families. In addition the Ministry offers unemployed and underemployed British Columbians access to programs and

services that allow them to find work, attach to the labour market and secure their future.

Executive Commitment to Multiculturalism

The Ministry provides programs and services that are responsive to the needs of our diverse client group, while supporting public service initiatives that build a culturally diverse workforce. Although the responsibility for Multiculturalism moved from Ministry of Social Development to the Ministry of Jobs, Tourism and Innovation in September 2011, the Ministry remains committed to supporting diversity and inclusivity initiatives.

Key Processes, Policies and Structures in Support of Multiculturalism

The Ministry encourages multiculturalism by ensuring that clients experience no linguistic or cultural barriers to services and programs. New employees are provided with information about diversity issues and discrimination prevention. The Ministry's Service Code, Service Standards and the BC Public Service shared corporate values define expectations as we interact with clients, stakeholders and each other.

Highlights of Initiatives

- Employment Program of BC: The Ministry launched the new Employment Program of BC on April 2, 2012. This was the culmination of two years of work that brought several Federal and Provincial employment services together into a single program. The new program makes it easier for people to find work and provide stability for their families through a wide range of integrated employment services and supports. These supports and services are highly flexible and adaptable to individual needs of clients and include English as a Second Language services, immigrant services and translation services which are available in multiple languages.
- Aboriginal Employment Supports: The relationship between Aboriginal Skills and Employment Training Strategy (ASETS) agreement holders and the First Nations Social Development Society has been formally recognized and encouraged through the signing of a Memorandum of Understanding with the Ministry. The Memorandum is aimed at improving the participation of Aboriginal persons in the BC labour market. Throughout the past three years, the Ministry has worked with Aboriginal organizations, such as Native Friendship Centres, by way of engagement sessions, meetings and conferences.
- Government Non-Profit Initiative (GNPI): The Ministry is the government lead for GNPI. Recently, the GNPI initiated work with the BC Association of Aboriginal Friendship Centers (BCAAFC) on an Aboriginal Human Resource Strategy and Aboriginal Engagement initiative. Together, the Ministry and the BCAAFC have developed a Labour Market Partnership on Aboriginal Human Resource issues. In addition, the GNPI has representatives from Aboriginal organizations in each of its working groups. Aboriginal engagement is central to the GNPI and is the focal point throughout all of its work.
- Multiple Languages for BC Employment and Assistance: For clients with language barriers who are unable to comprehend or communicate through written or spoken English, the Ministry provides access to contracted interpretation services by telephone and in person. We are expected to assess clients for comprehension while conducting Ministry business. Upon a client's request, or when it is identified that the client is unable to comprehend what is being communicated due to a language barrier, staff offer the client a Ministry contracted professional interpretation service. The Ministry contracts with professionally trained interpreters who are familiar with Ministry programs and procedures. The use of contracted professional interpretation services is preferred. However, in cases where

appropriate services are not available or the client declines the interpreter offered, the client is permitted to use an interpreter of their choice, including a family member, friend or advocate.

- Ministry Policy: The Ministry has implemented policies for service and accommodation of clients. All new front line workers must complete a comprehensive core training program. To enhance inclusivity in the workplace and improve service delivery to clients, the Ministry has developed a training module that educates and informs front line workers on topics regarding diversity and how to work with clients and co-workers regardless of physical or mental ability, age, gender, ethnicity, economic status and/or sexual orientation.
- Aboriginal Recruitment: Individuals of Aboriginal and Métis background represent a demographically significant portion of BC's population. The Ministry has doubled the percentage of Aboriginal and Métis workers in the past three years; however, they remain an underrepresented population. To address this, the Ministry is in the process of completing a strategy, in partnership with the Public Service Agency Hiring Center, that will outline a project to work with Aboriginal groups to develop culturally sensitive assessment tools and resources. Identifying specific organizations within Aboriginal populations for targeted marketing will be part of the strategy to promote the opportunities and benefits of working in the Ministry and the BC Public Service.
- Monitoring and Reporting: The Ministry's frontline workers are retiring at a rate of 10 per cent per year as a result, in the next decade, we will be faced with replacing approximately 1,000 workers. As part of the overall succession strategy the Ministry is monitoring demographic trends with the intent of ensuring that our workforce remains reflective of overall population. Where necessary, the Ministry will implement targeted hiring initiatives.
- WorkStyles Pilot: The Ministry is piloting a Leading Workplace Strategy in its Management Services Division that is focused on increasing flexibility for staff. Increased flexibility in where and when employees work is a key strategy for enhancing diversity and inclusivity as it provides staff opportunities to optimize their work/life balance.

Ministry of Transportation and Infrastructure

Mandate

The Ministry of Transportation and Infrastructure plans transportation networks, provides transportation services and infrastructure, develops and implements transportation policies, and administers many related acts and regulations. The Ministry also administers federal-provincial funding programs to build sustainable communities.

The Ministry opens up B.C. through innovative, forward-thinking transportation strategies that move people and goods safely, and fuel our provincial economy. Improvement

of vital infrastructure is a key goal, along with enhancing the competitiveness of B.C.'s transportation industries, reducing greenhouse

gases and providing B.C. with a safe and reliable highway system.

Executive Commitment to Multiculturalism

The ministry is committed to providing services and programs in a manner that is sensitive and responsive to the diverse reality of British Columbia. We remain committed to effective communication and service delivery strategies that foster understanding and respect of our differences to support the individual and collective needs of our workforce and citizens.

Key Processes, Policies and Structures in Support of Multiculturalism

The ministry ensures all legislation and policies are produced in a manner consistent with the principles and objectives of diversity and multiculturalism. We have introduced employees to the diversity concepts and training, and encourage work units to apply diversity tools and resources in their work, whether it has an internal or external focus.

Highlights of Initiatives

The ministry has provided our workforce with diversity training and resources:

- 30% of ministry employees participated in diversity learning opportunities, including supervisory and mentor training, a workshop with our ministry's Employee Advisory Forum, corporate diversity training pilot workshops and other Learning Centre offerings.

The Ministry utilizes the diversity of our employees in serving the public:

- The Lower Mainland District conducted a Language Inventory Pilot project which resulted in a list of employees who speak ten different languages, including Mandarin, Punjabi, Spanish, etc, and are able to assist with the translation or provision of ministry services.
- A number of multilingual Commercial Vehicle Safety and Enforcement staff are able to provide translation services and assist the public when interacting with the ministry.

The ministry pursues opportunities with First Nations to stimulate economic development and relationship building in the delivery of transportation projects:

- The Archaeological work on the Monte Creek to Pritchard Highway 1 improvement project proceeded under the stewardship of Sexqéltkemc Te Secwepemc. First Nations employment opportunities with the Field Services Field crew were provided.
- First Nations were employed as Environmental Observers on the Hwy 97 Winfield To Oyama project.
- Two interns were hired as part of the Aboriginal Youth Internship Program.
- The ministry shared information related to our projects by attending events such as National Aboriginal Day.

The ministry has conducted significant public engagement, consultation and communication activities using multiple languages and approaches:

- Evergreen Line materials are available in Chinese and Korean as these are the most commonly used languages in Burnaby, Port Moody and Coquitlam. Materials include poster boards for events and community relations meetings, as well as bulletins and information postcards available for visits to businesses and residents along the Evergreen Line corridor.
- The Pacific Gateway website was updated to feature materials (brochures, videos and web content) in Chinese, Japanese, and Korean.

The ministry has installed multilingual signage at various locations across the Province to reflect our diverse population of highway travelers:

- The ministry piloted two new signing projects in Kamloops and Merritt to

provide signage which is more inclusive for the travelling public by using internationally recognized symbols to identify tourist attractions and general services such as gas, food and lodging within BC communities.

- As part of the Asia-Pacific Gateway and Corridor Initiative, a multilingual welcome sign was installed at the Peach Arch border crossing, welcoming the public in Spanish, German, Chinese, Japanese, etc.

Under the Infrastructure Stimulus Fund, the ministry administered federal-provincial funding to a number of multicultural organizations such as the Multicultural Helping House Society, the Vancouver Aboriginal Friendship Centre, the Vancouver Native Housing Society, the Lubavitch Society and the Tsawwassen First Nations .

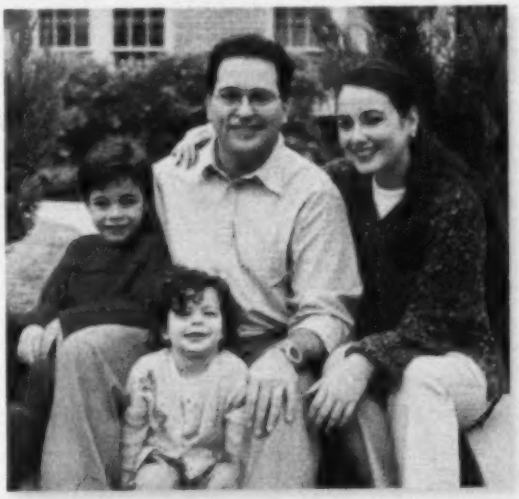
British Columbia Assessment Authority (BC Assessment)

Mandate

BC Assessment is a Crown corporation, created in 1974 under the Assessment Authority Act, and governed by a Board of Directors. Its vision is "We are trusted to value B.C." and its mandate is to establish and maintain an independent, uniform and efficient property assessment system throughout B.C. in accordance with the Assessment Act. BC Assessment produces annual assessment rolls at market value and issues annual notices to more than 1.9 million property owners. The annual assessment roll is the basis for local taxing authorities to raise more than $6 billion in property taxes that fund a variety of essential community services.

Executive Commitment to Multiculturalism

BC Assessment's Executive Management Committee supports multiculturalism initiatives and employment diversity at the operational level. The overall responsibility is within the Office of the President and Chief Executive Officer. The Communications Department and Human Resources Department are responsible for internal communications as well as the distribution of public information including publications, ethnic media relations and advertising and the public website. BC Assessment's Service Plan outlines the goals, strategies and performance measures for the organization.



How does BC Assessment embody multiculturalism policy in the organization?

BC Assessment has a diverse workforce of 650 employees representing a variety of cultures and ethnic diversity, located in 17 offices across the province. BC Assessment was recognized in 2012 as one of British Columbia's Top Employers and supports the delivery of 1.9 million assessment notices to property owners in January of each year with information about the assessment process. BC Assessment's commitment to multiculturalism and diversity is promoted to all employees as part of internal communications and to the public as part of the annual Property Assessment

Communications Campaign. BC Assessment's Human Resources Department's hiring practices support diversity in the workplace (e.g. age/culture/gender/experience).

Highlights of Initiatives

- In 2011-12, BC Assessment provided assessment rolls and services on a contract basis to 60 First Nations in British Columbia that have the authority to establish independent real property taxation systems. A formal customer satisfaction survey of this client group is undertaken every second year.
- BC Assessment has an internal Language Skills Bank (volunteer program) located on its Intranet site as a staff resource. The purpose of the program is to connect employees who have language skills other than English to help customers with oral or written questions in a wide variety of languages during peak business periods.
- BC Assessment staff are available, upon request, to make presentations to ethnic media, local government and community organizations to promote and publicize access to BC Assessment's services. B.C.'s ethnic media
- (e.g. Fairchild TV-Chinese media) are included on news release distribution lists and some BC Assessment spokespeople with language skills are trained to conduct interviews with ethnic media outlets.
- BC Assessment created special radio and print ads for select Punjabi and Chinese media outlets in the Lower Mainland to raise awareness for the property assessment process and release of the 2012 Assessment Roll.
- Each year, Communications purchases Multifaith Action Society wall calendars for distribution to area offices to promote the different spiritual beliefs and cultures of the communities we serve.
- BC Assessment staff often host or meet delegations from other nations (e.g. Ireland, Cambodia, Japan) or visit other nations (e.g. China) to share information about British Columbia's property assessment system.

BC Games Society

Mandate

"To provide an opportunity for the development of athletes, coaches, and officials in preparation for higher levels of competition in a multi-sport event which promotes interest and participation in sport and sporting activities, individual achievement, and community development."

Executive Commitment to Multiculturalism

As described in our Society's Vision and Values statements posted at bcgames.org

- BC Games Society board represents a model in leadership and governance
- progressive management practices and personnel policies reflect a fair and

equitable work environment indicative of a healthy workplace and organization

- commitment to broad social issues affecting all British Columbians including health and wellness, personal and community development, equity, access and inclusiveness is demonstrated
- the organizational culture honours both the individual and the contribution of the team

Key Processes, Policies and Structures in Support of Multiculturalism

- the BC Games Society board of directors is consistently comprised of members from across the province including the First Nations' community and visible minorities
- host community mayors and council are encouraged to recruit their boards of directors based upon these same principles
- past and current practice by BC Games Society staff in each host community is to advise volunteers on the importance of highlighting the cultural diversity of their region by way of inclusion in opening and closing ceremonies, games' time entertainment and hospitality, and volunteer recruitment

Highlights of Initiatives

through our Government's Letter of Expectation, continue to collaborate with sport system partners to promote the growth of ethnic sport

BC Housing Management Commission

Mandate

BC Housing is the provincial Crown agency that develops, manages and administers a wide range of subsidized housing throughout the province.

Our mandate is to fulfill the government's commitment to the development, management and administration of subsidized housing as reflected in an Order-in-Council under the Housing Act establishing the British Columbia Housing Management Commission (BC Housing) in 1967. As of 2010/2011, our mandate has expanded to include responsibilities for the administration of the Homeowner Protection Act, including strengthening consumer protection for buyers of new homes and helping to bring about improvements to the quality of residential construction.

Our values are integrity, respect, commitment, service and accountability.

Executive Commitment to Multiculturalism

BC Housing's executive commitment to multiculturalism is strong both externally and internally, evidenced by our range of programs

and partnerships in communities throughout BC and by the respectful, supportive and welcoming employee experience we offer.

Key Processes, Policies and Structures in Support of Multiculturalism

BC Housing has had a multiculturalism policy in place since 1994. We are committed to ensuring an environment that supports and advances multiculturalism, including the supporting and promoting of multiculturalism in our initiatives and programs. All staff are expected to respect multicultarism in the workplace and in working with our tenants, clients, partners and the public.

Highlights of Initiatives

Employee Multicultural Celebration

This past year, BC Housing once again celebrated Canadian Multiculturalism Day in June with our annual Multicultural Employee Lunch.

The well-attended event included:

- World music and dance performed by BC Housing employees
- Cuisine from around the world, as chosen by employees and identified as representative of their cultural ancestry
- Our Stories: New Canadians and first generation Canadians shared their personal and family stories
- Map Station: Picking up from last year's successful exercise, new employees and those who had not participated previously were each given as many red stickers as they needed to mark their ancestral homes on a large (10+ feet) map of the world, building on the stickers placed previously. This impressive map, which hangs in a prominent spot in our home office year-round, shows that as a group we've descended from Canada's First Nations, Australia, Austria, Bangladesh, Bulgaria, China, Cuba, Denmark, El Salvador, England, France, Germany, Greece, Guyana, Honduras, India, Ireland, Iran, Israel, Italy, Japan, Kazakhstan, Kenya, Mexico, Netherlands, Nicaragua, North Korea, Philippines, Poland, Portugal, Romania, Russia, Singapore, Spain, South Korea, Sweden, Taiwan, Ukraine and Vietnam.

Our intention is to continue growing and adding to our map, inviting new employees to add to it each year.

Focus on Aboriginal Individuals and Families

BC Housing is committed to supporting Aboriginal housing partners in the housing sector by exploring and increasing housing options to meet the needs of Aboriginal households, and by working to increase capacity of the housing sector to meet Aboriginal housing needs.

Aboriginal people tend to be over-represented in housing-need categories across the continuum. The 2006 Census identified that off-reserve Aboriginal households represented 4.5 per cent of all B.C. households, but 6.9 per cent of all households in core housing need. The 2006 Census also identified that 21.1 per cent of off-reserve Aboriginal households are in core housing need compared to 13.4 per cent of all non-Aboriginal households. Aboriginal people are also overrepresented among those who are homeless or at risk of homelessness. For example, according to the preliminary results from the 2011 Metro Vancouver Homeless Count, 24 per cent of the homeless individuals found in Metro Vancouver self-identified as an Aboriginal person.

While partnerships and programs exist specifically to support Aboriginal households, Aboriginal individuals and families are also supported by all programs across the housing continuum.

Aboriginal Capacity Building

Our partnerships with Aboriginal organizations over the past several years have been diverse, including working closely with the Aboriginal Housing Management Association on the

transfer of the administration of subsidies and operating agreements of Aboriginal housing projects, ensuring increased Aboriginal self-management of these projects. BC Housing has also worked on the development of an ownership and management transfer of Rural Native Housing properties on Vancouver Island to an Aboriginal non-profit housing society in that region.

Another exciting partnership has been the development of a training and job readiness partnership between BC Housing, Métis Nation BC, and the Aboriginal Community Employment Services Society for essential skills building and preparing Aboriginal individuals for careers within an employer partner's organization, including onsite service teams at BC Housing.

BC Housing is also a founding partner of the World Indigenous Housing Conference, held in Vancouver in June 2012. It is the first international forum to bring Indigenous housing leaders, senior government officials, researchers and corporate heads from around the world together to learn from best practices, build a global network, and showcase Indigenous cultures.

Women's Transition Housing and Supports

Through BC Housing's Women's Transition Housing and Supports Program, Aboriginal women are supported by the provincial network of safe homes, transition houses and second stage housing which include resources operated by Aboriginal service organizations in several communities. This year, BC Housing has completed a review of the program and is working with our partners to implement recommendations to better address the housing and support needs of women and children fleeing violence, including Aboriginal women and children.

BC Housing also supports three Aboriginal Affairs and Northern Development Canada safe homes in their provision of services to women.

New Housing

In a multi-year project, through our Aboriginal Housing Initiative, BC Housing is developing more than 200 new affordable housing units in eight communities across BC for Aboriginal people living off reserve.

This new housing continues to be developed to create safe, secure and culturally-appropriate housing for youth, women, elders and those who are struggling with addiction.

The units are being funded with 50.9 million in one-time funding through the Off-Reserve Aboriginal Housing Trust, which was transferred from the Government of Canada to the Province. The Province is working in consultation with the Aboriginal housing management Association to administer this trust.

In 2011/12, BC Housing created 2,014 new housing units overall. This includes 33 units under the Aboriginal Housing Initiative, 133 units under the Provincial Homelessness Initiative, 423 under the Community Partnership Initiative, 566 units under the Seniors' Rental Housing initiative, and 599 units created under Memoranda of Understanding with local governments. In addition, there were 68 short-stay shelter beds, 13 spaces to support women and children fleeing violence, 121 units supported by the VANOC Memoranda of Understanding and another 58 units under various programs created. These units were added in 38 communities throughout the province and serve a broad diversity of British Columbians.

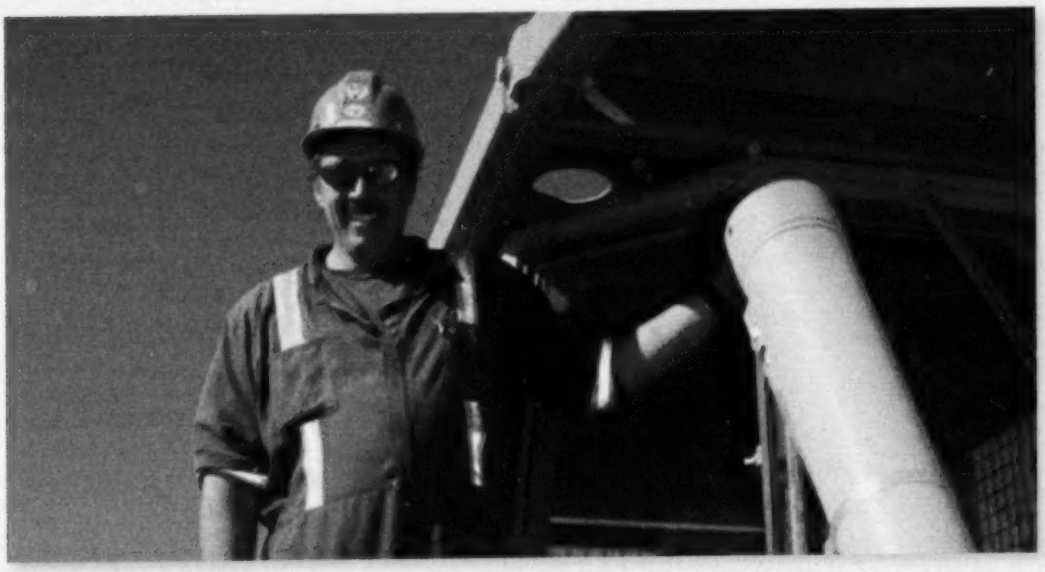
Aboriginal Homeless Outreach

BC Housing's Aboriginal Homeless Outreach Program provides urban and rural off-reserve Aboriginal people who are homeless or at risk of homelessness direct access to housing and other community-resources in a culturally-sensitive manner.

At the core of the program is cultural awareness and sensitivity, respect for diversity and a spirit of flexibility in its approach to helping Aboriginal people and families who are homeless or at risk of homelessness to meet their goals of improved health, well being and housing stability.

In 2011/2012, 87 per cent of the Homeless Outreach and Aboriginal Homeless Outreach clients and 80 per cent of Emergency Shelter Program clients remained housed six months after initially being housed through one of these programs.

BC Hydro



Mandate

BC Hydro's mandate is to generate, manufacture, distribute and sell power, upgrade its power sites, and to purchase power from, or sell power to, a firm or person under the terms of the Hydro Power Authority Act.

Executive Commitment to Multiculturalism

BC Hydro defines diversity as understanding, recognizing and valuing the differences that make each person unique. BC Hydro is committed to focusing on programs and initiatives that create a positive and diverse workplace.

BC Hydro's Board and Executive Team have approved an inclusive workplace strategy that includes developing a diverse workforce which is representative of its customers and the communities it serves.

This diversity strategy sets a long-term goal to increase BC Hydro's representation of women, visible minorities, Aboriginal Peoples and people with disabilities to the level of B.C. labour force.

Key Processes, Policies and Structures in Support of Multiculturalism

BC Hydro maintains a diversity-focused role within Corporate Human Resources; this position is responsible for the development, planning, implementation and reporting of BC Hydro's diversity strategy. A cross-functional diversity committee supports implementation of the strategy.

Outreach to agencies representing diverse candidates has been integrated into recruitment processes to broaden BC Hydro's support for, and access to, diverse talent pools across B.C.

Employee and Workplace policies articulate our commitment to a workplace that values diversity and is free of discrimination and harassment. All employees receive Respectful Workplace Training.

Cultural Awareness workshops (including several distinct offerings on Aboriginal Relations) are offered throughout the year. Diversity awareness is embedded within BC Hydro's supervisory and leadership training programs.

Resources and tools have been developed including a diversity toolkit, diversity train-the-trainer materials and scenario-based tools for operational managers to increase awareness for diversity into their day-to-day activities.

BC Hydro has multi-purpose quiet spaces for use by all employees at multiple locations for the purpose of reflection and faith-based practice on site.

BC Hydro is committed to developing a workforce that represents the communities we serve within B.C. Our goal is to achieve a diverse workforce fully representative of the BC labour market by 2017.

As of the end of March 2011 (last available report), progress has been made toward achieving this goal across the four designated diversity categories:

* Note: Our workforce representation results are tracked by occupational category to distinguish results achieved in trades' occupations (represented by the labour union IBEW) versus professional and non-trades occupations.

Highlights of 2011/12 Initiatives

- BC Hydro received recognition as one of Mediacorp's "Top Employers in BC" as well as recognition within the competitive categories of: "Top Diversity Employers in Canada" and "Top Employers for New Canadians".
- BC Hydro provides financial and workplace support for three employee networks: the BC Hydro Women's Network, the Hydro Employees' Multicultural Society (HEMS) and the newly launched Aboriginal Employee Network. HEMS celebrates and promotes multiculturalism and inclusion through employee events during Multiculturalism Week, the Aboriginal Network organizes the celebration of National Aboriginal Day as well as other specific cultural/religious holidays.
- The HEMS committee awarded two scholarships to students at the high school and post-secondary level who have demonstrated support for multiculturalism in their community and worked to build a more inclusive society.
- BC Hydro awarded nine scholarships to Aboriginal students at the high school and post-secondary level pursuing an education in technology or engineering.

	Women	Visible Minorities	Aboriginal Peoples	Persons with Disabilities
BC Workforce (Current)	47.6%	19.8%	3.6%	6.3%
* Non-IBEW Employees	44.2%	23.1%	1.6%	1.9%
IBEW Employees	3.6%	5.3%	3.7%	2.6%
All BC Hydro	31.5%	17.5%	2.3%	2.1%

- Volunteers from BC Hydro supported the Engineering regulatory body, the Association of Professional Engineers and Geoscientists of BC, as assessors of credentials and applications of internationally-trained professionals for the purpose of providing provisional, entry-level memberships to the association.
- BC Hydro participated in several Utility Boot Camps, an initiative in partnership with Fortis BC, Enbridge, TransCanada, Kinder Morgan and Spectra Energy for Aboriginal participants to gain exposure to the electricity industry through training programs hosted on First Nation territories.
- BC Hydro maintained Silver designation by the Canadian Council for Aboriginal Business for its Progressive Aboriginal Relations program.
- Approximately $160,000 of BC Hydro's total budget for corporate donations and sponsorships was allocated to initiatives that support the development of mutually beneficial relationships between BC Hydro and Aboriginal communities. Initiatives included support for community and regional events, business conferences and educational support through scholarships.

British Columbia Innovation Council (BCIC)

Mandate

To develop entrepreneurial talent and accelerate the commercialization of technology. BCIC creates programs and provides support for initiatives, in collaboration with its partners in industry and academia, that develop entrepreneurs and promote the commercialization of technology in British Columbia. BCIC focuses on competitively positioning British Columbia in today's global knowledge economy in order to provide significant employment opportunities and a high standard of living for British Columbians.

Executive Commitment to Multiculturalism

BCIC plays a leadership role in furthering technology innovation in all regions of British Columbia through the delivery of programs to technology entrepreneurs and students of all ethnicities, cultures and orientation. BCIC's partners in industry and academia uphold the same principles, that everyone, regardless of gender, sexual orientation, race, colour, religion or ability, have the right to participate in BCIC-supported education and training programs that benefit their startup companies.

BCIC seeks to embody equality through its employment and operational practices to ensure that no one is denied opportunity for reasons unrelated to ability.

How do you embody the multiculturalism policy in your organization?

BCIC's Social Committee has a mandate to create fun and engaging activies and events that are inclusive of all staff. Included among these are opportunities that showcase different cultures. BCIC staff are also encouraged to

initiate opportunities for all staff to give back to our community and benefit others of varying economic, social and cultural backgrounds.

BCIC management supports and respect multiculturalism in the office place. Recruitment and hiring is based on the qualifications, skills and training of all candidates. Approximately 45 per cent of BCIC's staff are of ethnic and cultural origins, and collectively, are fluent in five languages. BCIC's team truly reflects the cultural diversity of British Columbia. Similarly, participants in BCIC programs and activities also reflect the cultural diversity of our province.

Highlights of Initiatives

All BCIC programs are created to benefit British Columbia-based technology startups and entrepreneurs of all ethnicities and cultures. 2011/2012 highlights inlcude:

- BCIC provided support to the eight member councils of the British Columbia Regional Science and Technology Network, each of which worked closely with entrepreneurs of all ethnic backgrounds and cultures in their respective communities. For example, the Northwest Science & Innovation Society (NSIS) based in Terrace, British Columbia employed an Aboriginal Business Coach who has ties with Aboriginal communities in the region. As a result, NSIS hopes to engage with and work more closely with Aboriginal entrepreneurs and startups. In 2011, NSIS also provided support to a school in the Nisga'a community of Gingolx to deliver their science fair that involved 52 student participants.
- In 2011, BCIC was appointed the provincial ambassador of the nationwide Startup Canada Campaign. Since then, BCIC has united more than 20 partners including industry association, support organizations and entrepreneurs to form a British Columbia Steering Committee. Together, partners will plan and deliver a series of events, including Town Halls, to celebrate and inspire entrepreneurship when the tour comes to British Columbia in September 2012. BCIC has partnered with S.U.C.C.E.S.S. and The Indus Entrepreneurs (TiE) to deliver an event focused on immigrant entreprenuership specific to Asia and India, and Vancouver's Tsleil-Waututh Nation to draw 40-60 key Frist Nations decision makers from around the province to discuss challenges and opportunities for growing the culture and scope of entrepreneurship in First Nations communities.
- Created in 2006, the Innovation Commercialization Strategic Development (ICSD) program was a joint initiative between China and British Columbia that supports excellence in research, technology development and commercialization. The program involved funding for 13 collaborative projects, with each led by at least one team member in British Columbia and China, where each provided the other with mutual access to research and commercialization opportunities in their respective countries In 2011, the final year of this program, four projects were active and in the process of being completed.
- BCIC's Graduate Scholars program joined graduate students in science and engineering who had an advanced technology innovation with graduate business students. The students formed into teams of two to develop a business plan for the technology. In 2011/12, an estimated 40 per cent of students provided with funding were international students attending a British Columbia academic institution.
- In 2011, BCIC's Innovation Exploration (IE) multi-day program provided British Columbia Regional Science Fair winners, who go on to represent BC and the Yukon at the Canada-Wide Science Fair, a unique opportunity to explore science and technology post-secondary and career possibilities. IE participants also had the

opportunity to meet and network with leaders working in exciting science and technology roles. In 2011, approximately 18 per cent of IE participants were of visible minority.

- In 2011, BCIC Young Innovator Scholarships were awarded to Grade 11 and 12 student winners of their school science fair, regional science or school idea mash-up event and are intended to support post-secondary education and future careers in science, technology and business entrepreneurship. This past year, 30-35 per cent of recipients were of visible minority.

Internally, BCIC's Social Committee organized two separate all-staff events to learn more about and celebrate different cultures. These included a dim sum lunch in honour of Chinese New Year and a Parisian-themed Christmas Party.

British Columbia Investment Management Corporation (bcIMC)

Mandate

British Columbia Investment Management Corporation (bcIMC) is a trust company established under the B.C. Public Sector Pension Plans Act, with a mandate to provide investment management services to the B.C. public sector pension plans, Provincial Government, public sector entities and other publicly administered trust funds of the Province.

Executive Commitment to Multiculturalism

As a result of the global nature of our business, bcIMC is representative of the global community. The approved Business Plan requires bcIMC to align our skills base and operations to support the demands of actively managing a global investment portfolio. Specific attention is given to building the research capacity and skills necessary to support the global investment process and active management strategies. As a result, bcIMC's staff component is representative of the global community.

Key Processes, Policies and Structures in Support of Multiculturalism

In support of our commitment to multiculturalism we continue to support an employee-run Chinese culture group. The mandate of this group is to educate all staff about China and to celebrate Chinese events. Regularly scheduled onsite informational sessions are provided to staff on a variety of relevant topics. Other programs in support of this commitment include academic partnerships with B.C.-based universities that have a large percentage of international students. Co-op students and corporate apprentices are selected with consideration given to bcIMC's global business objectives. bcIMC business cards are printed in English, and upon request, in the language of the region in which they will be doing business and/or the native language of the employee.

Highlights of Initiatives

In 2011-2012, bcIMC hosted several events sponsored by the China Culture group, including information sessions about various aspects of Chinese culture and economic issues. The China Culture group has also compiled a library of reference books on Chinese culture, accessible to all employees. bcIMC employees also celebrated Diwali, a traditional Indian festival, through food and camaraderie. The bcIMC United Way campaign for 2011 featured a global theme. We celebrated our investment and employee diversity through various fund-raising events and culminated our campaign with an ethnic-oriented buffet. Our employees provided foods which represented many different parts of the world. bcIMC continued the bcIMC U, a speaker series aimed at enhancing staff awareness of global trends.

British Columbia Liquor Distribution Branch (LDB)

Mandate

In British Columbia, under the authority of the Liquor Distribution Act and in accordance with the

Importation of Intoxicating Liquors Act (Canada), the LDB:

- has the sole right to purchase beverage alcohol both in and out of British Columbia;
- is responsible for the importation, distribution, wholesaling and retailing of beverage alcohol; and
- operates 197 government liquor stores and two distribution centres.

Executive Commitment to Multiculturalism

Located in urban and rural communities throughout British Columbia, the LDB is in a unique position to demonstrate its commitment to multiculturalism to the 719,000 customers who visit its stores each week.

At the LDB, responsibility for equity, diversity and multiculturalism is shared between the Executive Directors of Human Resources and Retail Services. Both of these executive level roles are responsible for ensuring that multiculturalism is reflected in their operational areas.

Key Processes, Policies and Structures in Support of Multiculturalism

At the LDB, multiculturalism is reflected in all operational areas including Retail Operations (numerous in-store multicultural celebrations, events and promotions) to its Human Resources (recruitment, hiring, outreach and training programs).

Highlights of Initiatives

Customer Awareness

- Enhance cultural experience through the pairing of beverage alcohol with food
- Purchase beverage alcohol products that reflect the unique beverage alcohol needs of
- British Columbia's multicultural population
- Host numerous multicultural food and wine pairing customer events

Support various cultural celebrations such as Chinese New Year and Diwali celebrations

with in-store signage, website, displays and special events in select BC Liquor Stores.

Internal Awareness

In 2010/2011, the LDB introduced all supervisors and managers to a comprehensive communication and training program entitled Respect Matters. This workshop provides managers with tips, tools and techniques to help them to build respectful workplaces.

As of May 2012, 501 directors, managers and supervisors and 1648 front-line BC Liquor Store employees have received Respect Matters training. Additional sessions will be offered later in the year. It is expected that all employees will have received this training by 2013.

British Columbia Lottery Corporation (BCLC)

Mandate

On behalf of the Government of British Columbia, BCLC is mandated to conduct, manage and operate:

- lottery gambling, including the marketing of provincial and nationwide lottery games with other Canadian provinces
- casino gambling
- commercial bingo gambling
- online gambling

Executive Commitment to Multiculturalism

BCLC's executive team promotes a fair, open, respectful and progressive workplace and business. We stand behind our CSR Charter, Standards of Ethical Business Conduct and corporate policies, all of which embody our values of social responsibility, integrity and respect.

Key Processes, Policies and Structures in Support of Multiculturalism

- BCLC's Corporate Social Responsibility (CSR) Charter formalizes our commitment to support the communities that we live and work in, and to make BCLC a great place to work through respect, empowerment and teamwork.
- Fundamental understanding that our market and customers, including service providers and retailers, are multicultural and diverse.
- Respect is one of our corporate values. We value and respect our players, service providers and each other.
- We have a comprehensive corporate policy addressing harassment and demonstrating a commitment to ensuring a positive work environment for all employees regardless of race, ancestry or place of origin. This is incorporated into our Ethical Standards of Business Conduct which is reviewed and signed off each year by all employees.
- Mandatory Respectful Workplace training for all employees is currently being implemented, to be complete by approximately June 30, 2012.

Highlights of Initiatives

- We have formalized our commitment to support B.C. communities, and make BCLC a great place to work, in our CSR Charter, Playing it Right.

- Our lottery retailer certification paper exams are provided in English, Korean, and Chinese.
- GameSense responsible gambling materials are offered in English, French, Punjabi, Chinese, Vietnamese, Korean and Tagalog.
- Our Consumer Services hotline is able to access translation services when assisting customers and lottery retailers who have English as a second language.

B.C. Pavilion Corporation (PavCo)

Mandate

PavCo's mandate is:

To create significant economic and community benefits for the people of British Columbia by developing, marketing and operating iconic world class public convention, sports and entertainment facilities.

Executive Commitment to Multiculturalism

A Workplace Diversity policy was created by employees and approved by the Corporation's Executive in 1997. PavCo continues to reinforce this commitment to its core values of respect, fairness, integrity, and cross-cultural understanding in a safe working environment free from any form of harassment or discrimination.

Key Processes, Policies and Structures in Support of Multiculturalism

The multicultural nature of the Corporation's business, clients and staff is highly valued and discrimination among its workforce or client relations is not tolerated. Ongoing support is provided to enhance and integrate multicultural sensitivity into the performance and fabric of the organization. All advertisements to fill position vacancies within PavCo include an employment equity statement and encourage applications from visible minority groups. Qualification requirements are explained in generic language in order to ensure fairness and equitability when assessing applicants' credentials. Equal acceptance, opportunity and appreciation of all

staff are the responsibility of each business unit in order to retain staff and develop their skills, knowledge and abilities.

PavCo is committed to creating a workforce representative of the population it serves and providing equal access to hiring, advancement and training opportunities. Our culturally diverse workforce represents a variety of national and ethnic backgrounds including Chinese, East Indian, Filipino, Iranian, Iraqi, Mexican, Nigerian, South American, Japanese, Serbo-Croatian, and Taiwanese. Front Line and

Service Desk staff are multilingual and provide an opportunity for visitors, guests or clients to identify and take advantage of interpretative services. Resource lists are also available detailing languages spoken by staff.

The Corporation offers professional counselling and referral services on a confidential basis to its employees and their immediate families through an external contractor. Information brochures outlining the services available are offered in several languages. Qualified counsellors are also available to assist in a variety of languages including English, French, Dutch, Japanese, Mandarin, Cantonese, Punjabi and Spanish.

Highlights of Initiatives

During 2011/12, most new hires were for event based positions. Corporate and supplier staff at the facilities are from diversified backgrounds representative of the diverse Canadian society and the communities we serve. Entry-level customer service positions typically require fluency in English, with additional language(s) as a definite asset.

The Vancouver Convention Centre continues its focus on Service Excellence. All departments conduct daily 'line-up' meetings that focus on our service philosophy and employee values. All full-time and regular part-time employees of the Convention Centre as well as our official and exclusive suppliers attend a Service Excellence training session, which consists of components focusing on Respect, one of our core organizational Values, and our service standard on treating employees and guests with consideration, dignity and respect. Staff numbers remained steady with only slight increases in some areas, and the majority of our new staff members continue to come from diversified backgrounds. The Vancouver Convention Centre keeps a list of second languages spoken by our team and we currently have staff who speak 20 different languages. The multilingual make-up of our employees represents the wide variety and diversity in our workforce.

Creating Amazing Guest Experience has been BC Place's focus since reopened in September 2011, after an 18-month shutdown due to construction. Workplace diversity and multiculturalism initiatives and practices have played an important role in supporting that goal. With the biggest ever recruitment in BC Place's 29-year history, special attention was placed to promote and attract qualified candidates from all backgrounds. The interview and selection process was augmented to reflect our belief in workplace inclusiveness and respect as an employer. All employees from management to frontline staff, returning to new hires, participated in orientation which emphasized our organizational values: welcoming, innovative, respectful, and team-focused. 35% of BC Place's workforce and our employees speak many different languages. The Human Resources team is well attuned to diversity and multicultural sensitivity, and is able to assist employees and managers with respect to BC Place's commitments and obligations in employment equity and human rights.

In order to attract qualified candidates from diverse backgrounds that reflect the public and clients we serve, recruitment ads are placed in ethnic newspapers and public places where there is a high population of multicultural and diverse demographics, such as Vancouver Community College, where there is a high population of multicultural students.

PavCo encourages multicultural events at its facilities and hosts events from around the world. During 2011/12, the Vancouver Convention Centre held a number of such events including Vancouver Muslim Community Centre Society – Friday Prayers and Society meetings, Saudi Students Society Celebration Event, , Miss Chinese Vancouver Pageant, Sawan Mela, EID Prayer & Festival, Mexican Independence Day Festival, 100th National Day of the Republic of China, 2012 First Annual Conference on Chinese Culture.

BC Public Service Agency

Mandate

The BC Public Service Agency provides human resource programs and services that meet the goals identified in the corporate human resource plan, Being the Best.

Executive Commitment to Multiculturalism

The sixth edition of Being the Best highlights a new corporate diversity strategy, Reflecting Our Communities, which will ensure the BC Public Service reflects the diverse communities it serves. To achieve that goal we will focus on three priority actions:

- Attract, develop and retain a workforce in the public service that reflects British Columbia.
- Embed the principle of diversity in the practices, policies and services of government.
- Remove barriers in our interactions with citizens and within the public service.

Key Processes, Policies and Structures in Support of Multiculturalism

As an employer, the BC Public Service is committed to promoting a work environment that is free from discrimination and harassment, and where all employees are treated with respect and dignity. This overarching commitment is reflected in the design and orientation, human resource policies and training to ensure that diversity is welcomed in the workplace.

Highlights of Initiatives

In 2011/12, a new corporate diversity strategy, Reflecting Our Communities, was launched to ensure the BC Public Service reflects the diverse communities it serves. To achieve that corporate goal, the Agency has undertaken a limited Employment Systems Review to review program materials, application forms, communications and promotional

materials with a diversity lens. This review aids us in identifying opportunities to embed the principle of diversity in the practices, training, policies and services of government, which assist in removing the barriers in our interactions with citizens. New marketing approaches for reaching and attracting diverse communities and candidates are applied to all externally advertised jobs including specific outreach organizations, pre-purchased job site packages, building partnerships with various associations and increasing our social media presence including a dedicated diversity and accommodation page on our employment opportunities web site.

We are embracing more flexible work options that recognize the diverse needs of our workforce, and promoting good personal health practices that are sensitive to individual or cultural differences through My Good Health. We have participated in opportunities to engaging in multicultural learning, such as hosting a week long workshop for the government of India, represented by a diverse group of public service leadership. And we piloted a new diversity course to 62 supervisors from a cross section of ministries in March 2012.

Feedback from these sessions is being used to fine-tune a new eLearning course on diversity that will be available to all BC Public Service employees in the summer of 2012.

We developed new Aboriginal Relations Behavioural Competencies and initiated work on a new Aboriginal Awareness eLearning course, which will provide guidance and raise awareness across the BC Public Service of culturally sensitive thinking, behaviour and approaches when working with Aboriginal people. We continue to champion innovative diversity programs such as the Aboriginal Youth Internship Program, now in its fifth year. In support of the New Relationship with Aboriginal People, the Agency and the Ministry of Aboriginal Relations and Reconciliation led a number of collaborative visioning sessions. In total, 160 people gathered to craft a vision of the new relationship, while identifying the behaviours, tools and resources needed to help achieve it. The collaboration resulted in a three-year strategy, Building Capacity in Aboriginal Relations, with 13 actions identified to ensure that change happens in a way that is culturally respectful and supports the lead of Aboriginal people in determining their paths forward.

British Columbia Securities Commission

Mandate

The British Columbia Securities Commission (BCSC) is the independent provincial government agency responsible for administering and enforcing the provincial Securities Act. The mission of the Commission is to protect and promote the public interest by fostering:

- a securities market that is fair and efficient and warrants public confidence; and
- a dynamic and competitive securities industry that provides investment opportunities and access to capital.

Executive Commitment to Multiculturalism

We welcome and value diversity in the workplace. Employees of the commission speak over 25 different languages and more than 35% of employees are from visible minorities.

We translate publications and multi-media presentations into Chinese and Punjabi to provide information to community based groups on fraud and inappropriate investing.

Key Processes, Policies and Structures in Support of Multiculturalism

We are an employment equity employer.

HR Staff are trained on discrimination and harassment prevention, investigating and resolving harassment issues and how to reduce interpersonal conflict among employees of all backgrounds

Our HR Policies include a Discrimination and Harassment prevention policy.

We provide discrimination & harassment prevention training to all employees on an on-going basis.

Highlights of Initiatives

In fiscal 2012, the BC Securities Commission launched a three-year television, radio and print campaign to educate and warn British Columbians about the dangers of investment fraud. The "Be Fraud Aware" campaign's first phase which began in October 2011, primarily focused on the Chinese and South Asian communities who represent BC's two largest visible minority populations.

The advertising campaign included television in Mandarin, Cantonese and Punjabi and radio in Punjabi, Hindi, Urdu, Cantonese and Mandarin, supplemented with full and half page print ads. We used social media as part of the campaign to reach target audiences. We added a new Punjabi-language section to the BCSC consumer website, InvestRight.org, as well as additional investor protection and educational information and videos in Chinese and Punjabi.

BCSC continued its outreach work into these and other ethnic communities through its seminar program and organized sessions with various community leaders to promote and raise awareness of the BCSC, investment fraud and education as well as how to report fraud.

BC Transit

Mandate

BC Transit is the provincial Crown agency responsible for coordinating the delivery of public transportation throughout British Columbia, outside the Greater Vancouver Regional District. Its mandate includes planning, funding, constructing, marketing, and operating transit systems – either directly or indirectly – in partnership with local government throughout the province.

Executive Commitment to Multiculturalism

The Senior Leadership Team is committed to diversity initiatives, including multiculturalism, as an integral part of regular day-to-day business. BC Transit's Board of Directors is committed to Equal Opportunity initiatives.

Key Processes, Policies and Structures in Support of Multiculturalism

Key policies in support of multiculturalism include:

Human Rights: committed to upholding the principles enshrined in the British Columbia Human Rights Code.

Multiculturalism Policy: consideration of the impact on a diverse community when designing new services, methods of service delivery, and programs.

Recruitment and Selection: policies committed to the attraction and retention of a committed and competent workforce, and to the principles of equal opportunity.

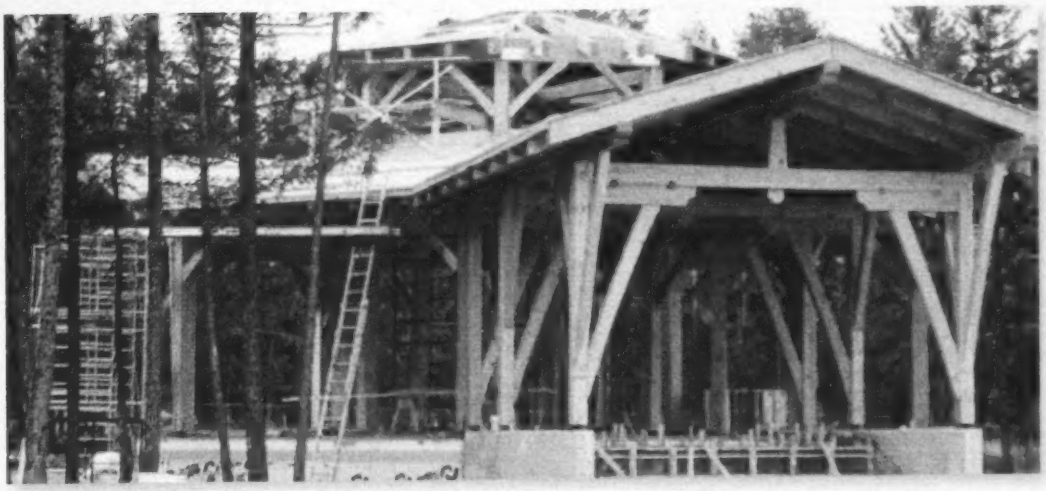
Code of Conduct: an employee-initiated

statement of expectations about respectful interaction with volunteer facilitators trained to help resolve differences.

Highlights of Initiatives

- We are spending more time and energy focused on designing bus shelters that reflect the diverse cultural values and preferences of particular communities.
- BC Transit supported staff to attend a First Nations Career Fair.
- Strategic sponsorship of community events to reach a diverse population, including Canada Day parades across the province.
- We are evaluating the addition of Google Translate to our home page to support the diverse communities that we serve.

Columbia Basin Trust (CBT)



Mandate

The mandate of CBT is to manage its assets for the ongoing economic, environmental and social benefit of the region. The region served by CBT (the Columbia Basin) is defined in the Columbia Basin Trust Act. CBT's mission is to support efforts by the people of the Basin to create a legacy of social, economic and environmental well-being and to achieve greater self-sufficiency for present and future generations.

Executive Commitment to Multiculturalism

One of CBT's core values is respect, which includes respect for diversity and individuals from different cultural backgrounds. This value helps guide CBT in how it works in the Basin and how the Board of Directors and staff work with one another.

Key Processes, Policies and Structures in Support of Multiculturalism

CBT has a Code of Conduct policy for its staff that specifically addresses discrimination (including cultural discrimination), and provides options for employees to report any harassment under its whistleblower policy. CBT staff sign a declaration of their understanding and acceptance of the Code of Conduct annually.

CBT supports communities in identifying and achieving their priorities. When communities identify multicultural projects as their priority, CBT is able to consider providing support.

Highlights of Initiatives

CBT is a partner in the Waneta Expansion project with Fortis Inc. and Columbia Power

Corporation. This hydroelectric dam expansion has equity hiring provisions and for the time period January 1 – December 31, 2011, 3% of employees were visible minorities and employees of aboriginal ancestry averaged 8%.

In 2011/12, CBT developed a section of its website on the history of the Columbia Basin, including information on the history of First Nations in the region.

Community projects supported by CBT in 2011/12 with a multicultural focus included:

- funding the Kootenay Doukhobour Historical Society to preserve heritage costumes of the original Doukhobour inhabitants in the West Kootenay;
- funding the Columbia Basin Aboriginal Youth Dance project to teach youth the traditional dances of local/regional First Nations; and
- funding High Muck-a-Muck project, which researched the history of Nelson's Chinese community.

Columbia Power Corporation (Columbia Power)

Mandate

The mandate of Columbia Power is to efficiently develop and operate commercially viable, environmentally sound and safe power project investments for the benefit of the Province and the residents of the Columbia Basin; act as the manager of power project joint ventures with Columbia Basin Trust; act as the owner's representative for construction of the Waneta Expansion Project.

Columbia Power's vision is to be a respected, continually improving company that maximizes shareholder value by developing and operating power projects in a socially and environmentally responsive manner, while achieving the development objectives of the Province and the Columbia Basin.

Executive Commitment to Multiculturalism

Columbia Power believes that in order to plan and develop successful projects within communities it is important to create effective partnerships between business, government, community service groups and individuals. With a diverse, multicultural population in our communities, Columbia Power works hard to respect these diversities and acknowledges the years of commitment and dedication these multicultural groups bring to the richness and success of the Region.

In keeping with its commitment to translate power project investments into benefits for local communities, Columbia Power supports numerous events, projects and various multicultural organizations in the Columbia Basin communities through its Community Sponsorship Funding Program.

Columbia Power is also an equal opportunity employer.

Key Processes, Policies and Structures in Support of Multiculturalism

Columbia Power is committed to including and working with First Nations, visible minorities, disabled persons and females in non-traditional roles in developing and working on power projects.

In 2011/12, Columbia Power staff continued to liaise with First Nations representatives and actively participated in a number of First Nations' organized activities. Columbia

Power also has a dedicated sponsorship funding program to support a variety of activities including: business development, youth education and training and cultural events.

In 2011/2012, as per its agreement with the Ktunaxa Nation Council for the Waneta Expansion Project, Columbia Power facilitated two multicultural training sessions for its employees—in April and September 2011.

In 2011/12, First Nations workers and apprentices made up part of the workforce on the Waneta Expansion Project. A First Nations worker liaison is also employed by the prime contractor, SNC-Lavalin Inc.

Highlights of Initiatives

- A Columbia Power Corporation (CPC) representative sits on the Aboriginal Advisory Board for Selkirk College.
- Representatives from the Ktunaxa Nation (KNC) and Okanagan Nation (ONA) are part of the Waneta Expansion Community Impact Management Committee.
- Representatives from the KNC and ONA took part in a corporate strategic planning session with CPC executives and Board members in the fall of 2011.

During 2011/12, the following multicultural groups and events were sponsored by Columbia Power Corporation:

Yaqan Nukiy Pow Wow – A three-day event held each May by the Lower Kootenay Band in Creston.

National Aboriginal Day Celebration – This free event is held each year in June in Castlegar's Pass Creek Park. Organized by the Lower Columbia All First Nations, this one-day community activity features singing, drumming, feasting and storytelling.

Ktunaxa Nation Council Charity Golf Tournament – This annual fundraising event raises funds for the Ktunaxa Nation Council.

Okanagan Nation Alliance Salmon Feast – Columbia Power is an annual supporter of this significant gathering held every September, which includes a traditional paddle, drumming, dancing and salmon feast.

Ktunaxa Nation Council – CPC supported a Resource Industry Career Fair in September 2011 which saw First Nations youth from across the East Kootenay meet in Cranbrook to explore training and career opportunities in the resource sector.

Okanagan Indian Band Immersion School – Children and Elders from the Okanagan Indian Band travelled to the West Kootenay in September 2011 to learn more about their traditional territory. Columbia Power provided a tour of the Arrow Lakes Generating Station to the group.

Lower Columbia All First Nations – The Children on the Move Program was a four-month long program for aboriginal children and youth to engage in sports.

St. Mary's Band (Ktunaxa Nation Council) Bee Keeping Project - Columbia Power provided funding to help establish a bee colony and train beekeepers.

Ktunaxa Nation Council – The Elders' language recording project supports the efforts of the Traditional Knowledge and Language Sector of the KNC to preserve the Ktunaxa language.

Blueberry Community School Aboriginal Art Camp – a week-long summer camp for children and youth who learn traditional crafts from First Nations artists.

Community Living BC

Mandate

The Community Living Authority Act sets out Community Living BC's (CLBC's) mandate and provides its legal basis to operate as a Crown Agency. CLBC directs operations and develops associated policy, ensures standards are met and manages funds and services. CLBC is accountable to the provincial legislature through the Minister of Social Development. The Minister is responsible for funding, setting provincial standards and policies and monitoring CLBC's performance.

Executive Commitment to Multiculturalism

CLBC is committed to the continuous improvement of the way services and supports are delivered to the individuals and families we support. This includes individuals from culturally diverse backgrounds, their families and communities.

Key Processes, Policies and Structures in Support of Multiculturalism

CLBC's commitment to multiculturalism has been integrated into CLBC's corporate planning and reporting processes. CLBC is committed to ensuring multicultural representation exists within every CLBC working group and on all major initiatives.

Highlights of Initiatives

Internal Initiatives:

CLBC conducts annual client satisfaction surveys of individuals and families across the province to collect data on a number of areas of CLBC's service delivery. These interviews involve a randomized selection of participants that include a variety of backgrounds, cultures and ethnicities. The survey results are used to identify ways to increase client satisfaction with CLBC supports and service delivery.

CLBC developed and implemented a New Staff Orientation training which includes a module

called: Our Common Purpose. The module includes sessions specifically about Aboriginal cultural considerations, and multiculturalism and disability, and is facilitated by experienced staff who have a history and background in working with diverse groups.

In 2010/11, internal translators from within CLBC were identified to review draft translated publications prior to release. These resources are utilized as CLBC continues to increase the number of publications that are translated into French, Spanish, Tagalog, Vietnamese, Hindi, Punjabi, Korean, Farsi, Simplified and Traditional Chinese. To date, CLBC's Welcome! brochure, and information sheets on Eligibility, Planning, Home Sharing and Complaints Policy are translated into multiple languages.

External Initiatives:

CLBC's Start with Hi initiative raises awareness that all British Columbians have a role to play in helping to make adults with developmental disabilities feel safer and more welcome in their communities. A total of 11 self advocates of different backgrounds are the faces of Start with Hi, and posters with their images have been distributed throughout B.C. Start with Hi's Facebook site has over 2,800 fans from across the globe.

CLBC uses a variety of social media tools to reach diverse audiences to keep them informed and updated on key CLBC initiatives,

programs and policies. CLBC's four Facebook sites, including Start with Hi, have 3,400 fans from a wide range of communities and backgrounds, and over 560 people are following CLBC on Twitter.

CLBC's includeMe! initiative is measuring quality of life outcomes in the areas of independence, social participation, and well-being to provide data about program effectiveness and to inform CLBC decision-making and help service providers make improvements in how they deliver services. Over 500 participants from all backgrounds were interviewed in 2011/12.

CLBC regularly participates in community forums, fairs and exhibitions to increase awareness of the organization and educate the public about inclusion and creating safe, welcoming communities for adults with developmental disabilities. Translated materials are available at CLBC's display at events and CLBC accepts suggestions and feedback for future translation considerations. In 2011/12 CLBC participated in a range of events including: L'arche's The Art of Being Together, Renfrew-Collingwood Senior's Wellness Fair, the Union of BC Municipalities Annual General Meeting, and Surrey's Annual Youth Transition Fair.

CLBC's Self Advocate Advisor works with community and CLBC staff to ensure that meaningful participation by a diverse representation of adults with developmental disabilities is woven throughout the organization across all regions. This includes listening to and learning from people from different ethnic and cultural backgrounds and finding ways to ensure the diversity of those served is represented in policy development, staff training curriculum, leadership opportunities and engagement strategies.

In 2011/12, CLBC began developing a draft Statement of Rights for its Statement of Rights policy. An important part of the draft CLBC Statement of Rights outlines the right for everyone to be treated fairly regardless of gender, culture, background, ethnicity or national or social origin. A consultation on the draft Statement of Rights is being led by CLBC's Self Advocate Advisor to seek feedback and input on the statement from people of all backgrounds. Feedback focus groups began February 2012 and will continue until the end of 2012.

CLBC Aboriginal Advisor's primary focus is to engage and inform the Aboriginal Community about CLBC and its initiatives. The Aboriginal Advisor provides the Board, CLBC staff, and service providers with information and support to address Aboriginal issues or matters. The Aboriginal Advisor works with CLBC's Self-Advocate and Family Partnership Advisors and CLBC staff to ensure that meaningful participation by a diverse representation of individuals and family members across B.C.

CLBC's Aboriginal Advisory Council, with representatives from across the province, provides advice and recommendations to CLBC about how CLBC services are designed, delivered and evaluated for Aboriginal individuals with developmental disabilities and their families living off reserve.

Since 2009 /10, CLBC has contributed stories about employment, inclusion, innovation and safeguards to "Possibilities Now" a Surrey based publication distributed in the lower mainland. This quarterly publication focuses on the contribution of individuals with developmental disabilities to a diverse multicultural audience.

First Peoples' Heritage, Language and Culture Council (First Peoples' Cultural Council)

Mandate

- Preserve, restore and revitalize First Nations (FN) heritage, language, arts and culture
- Increase understanding and sharing of First Nations knowledge in B.C.
- Heighten the appreciation and acceptance of the wealth of cultural diversity
- Provide funding to B.C. First Nations for arts, cultural and language programs
- Create new initiatives, programs, resources and services related to First Nations heritage, language, arts and culture

Executive Commitment to Multiculturalism

- Provide leadership and support to assist B.C. First Nations communities in realizing their visions for the revitalization of their arts, cultures and languages, so that they may be preserved, accessible, recognized and valued
- Establish the First Peoples' Council as the go-to organization for government, First Nations leadership and public for information, services and advice related to B.C. FNs arts, culture and language issues

Key Processes, Policies and Structures in Support of Multiculturalism

- Strengthening relationships with provincial government and B.C. First Nations Leadership to support revitalization of art, culture and heritage
- Increase use of technology for recording and preserving cultural and language knowledge
- Leadership at national and international levels by developing best practices in culture and language revitalization
- Communications strategy to promote the work of First Peoples' Cultural Council and our First Nations community partners

Highlights of Initiatives

- Funding awarded for 78 language revitalization projects and 55 arts projects
- Established Cultural Competency Committee to enhance staff awareness and skills to interact with our diverse First Nations client base
- Training workshops facilitated for Language Nest, Master-Apprentice and FirstVoices
- Created new resource, B.C.'s Master-Apprentice Program Handbook, a user-friendly guide to start and carry out the program in communities
- Successfully launched interactive First Peoples' Arts Map – an online community of Aboriginal Artists and Arts Organizations across the B.C.
- FirstVoices Language Lab provides improved access to language learning technologies to communities with limited internet access.
- Lieutenant Governor, Steven Point and wife, Gwendolyn Point, demonstrated new FirstVoices Chat app to attendees at First Nations Technology Council Information and Communications Technology Summit
- Launched rebranding, new website and shorter name, First Peoples' Cultural Council.

Forestry Innovation Investment Ltd.

Mandate

To provide equal opportunity employment for all British Columbians regardless of race, colour or religion

To ensure that all staff treat others in the workplace with respect and dignity

To provide a work environment free of harassment and discrimination

Executive Commitment to Multiculturalism

The FII Executive is committed to delivering its services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia, and in the foreign markets where its activities are delivered.

Key Processes, Policies and Structures in Support of Multiculturalism

Three documents are used in support of multiculturalism

1. Standards of Conduct Policy
2. An Employee's Guide to a Healthy Workplace
3. A Manager's Guide to a Healthy Workplace

These documents contain information and guidelines in support the mandate listed above and are distributed with each employee's Policies and Procedures Binder.

Highlights of Initiatives

FII has promoted and funded the cost of local language training for all Canadian staff working in its overseas offices. FII's staffing in China has evolved to be comprised entirely of persons of Chinese ancestry, and its earthquake reconstruction projects in rural Sichuan Province were all tailored to the cultural needs of the local communities.

Industry Training Authority (ITA)

Mandate

The Industry Training Authority is the provincial crown agency responsible for overseeing B.C.'s industry training and apprenticeship system.

Executive Commitment to Multiculturalism

The ITA Executive is committed to promoting multiculturalism both within the organization and through delivering targeted programs.

Key Processes, Policies and Structures in Support of Multiculturalism

ITA offers customer support in English, French, Spanish, Cantonese, Mandarin and Russian.

- ITA's Aboriginal Initiatives Program is designed to increase the representation of Aboriginal people in the trades. The program is guided by an Aboriginal Advisory Committee. Since 2008, over 1200 apprentices have receiving trades training.
- The Immigrants in Trades Training Program is designed to increase the representation of immigrants in the trades. Through working closely with immigrant serving agency and training institutes, over 1000 immigrants have received trades training since 2008.
- ITA distributes Immigrants in Trades Training materials in Cantonese, Punjabi, Tagalog and English.

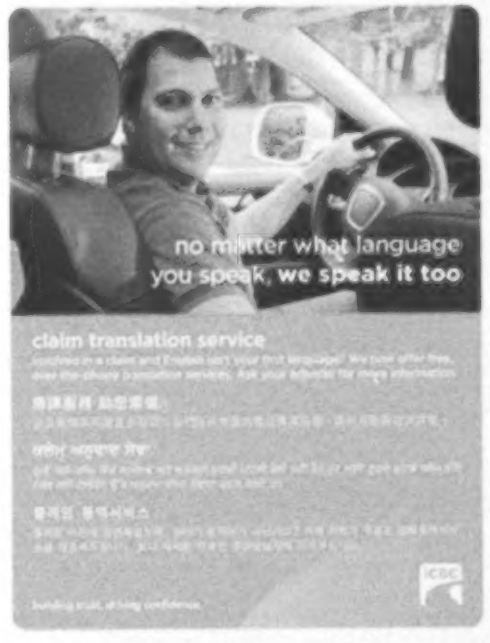
Highlights of Initiatives

- In 2011/12, ITA provided $3 million in funding through the Canada-B.C. Labour Market Agreement (LMA) to train 485 Aboriginal apprentices.
- Between 2006 and 2011, Aboriginal participation in apprenticeship training at public post-secondary institutions has more than doubled (4.5 % to 8.8 %).
- In 2011/12, ITA provided $1.4 million in LMA funding to support 250 immigrants entering trades training in B.C.

The Insurance Corporation of British Columbia (ICBC)

Mandate

ICBC provides universal basic auto insurance to B.C. motorists and also competes for the optional auto insurance business. As part of its mandate, ICBC provides vehicle and driver licensing services, vehicle registration services and fines collection on behalf of the provincial government. ICBC invests in fraud prevention and road safety initiatives to promote a safer driving environment throughout B.C.



Executive Commitment to Multiculturalism

ICBC is committed to promoting diversity and inclusion at ICBC as a way to improve both our employee and customer experience. As our province becomes more diverse, ICBC has the opportunity and responsibility to understand and better respond to the changing needs of those we serve and work with.

Key Processes, Policies and Structures in Support of Multiculturalism

ICBC has implemented an internal diversity and inclusion strategy to support gender diversity, cultural diversity, people with disabilities, First Nations people; and the lesbian, gay, bi-sexual and transgendered (LGBT) community with the

goal of becoming more representative of the communities ICBC serves.

Policies are in place to promote understanding and respect toward employees and customers of diverse backgrounds.

In working with customers, ICBC has also established a multicultural customer strategy, which was informed by cultural leaders in the Chinese and South Asian communities, focus groups and research.

Highlights of Initiatives (Internal and external)

- Formed Multicultural Customer Strategy Steering Committee with representation from all customer-facing divisions, HR & Communications to review current practices and identify future opportunities.
- Conducted a workforce survey: 20% of ICBC's workforce is made up of visible minorities.
- Internal communications about significant cultural celebrations (e.g. Lunar New Year)
- All ICBC job postings are advertised through a wide recruitment network of diversity partners to generate the maximum number of diverse applicants for job openings.
- Proactive media outreach campaign to build relationships and coverage with multicultural media.
- Ongoing radio, online and print advertisements in Mandarin, Cantonese and Punjabi.
- Translation services in over 170 languages are available for claims customers, at Driver Licensing Offices with ESL demand (expanding to all 20 DLOs by Fall 2012), and for customers calling about insurance services.
- The Driver's Licence knowledge test can also be taken in Cantonese, Croatian, Farsi, Mandarin, Punjabi, Arabic, Russian, Spanish, Vietnamese and French. Select brochures providing information on insurance, claims and driver licensing are produced in high demand languages.
- Expanded BC's driver licensing reciprocity program to include 14 additional foreign jurisdictions, so more new BC residents can apply for a DL without having to be tested.
- ICBC.com available in Chinese and Punjabi; online practice knowledge test for a learner's licence available in Punjabi.
- Pre- and post-arrival communications being developed to help customers better understand how to obtain and/or transfer Driver Licences and insurance from their country of origin.
- Work with brokers in ethnic communities to better address the needs of their clients.
- Facilitate group knowledge testing to accommodate First Nations customers in remote communities. Ensure all First Nations schools have access to Road Safety Curriculum materials.
- Facilitating training within First Nations and immigrant communities around child safety in vehicles.

Knowledge Network Corporation

Mandate

1. Carry on the business of broadcasting and communications to provide unique, quality educational programming to British Columbians;
2. Promote lifelong learning in British Columbia by providing quality educational programming;
3. Inform and educate British Columbians about their province and about issues that are relevant to them;
4. Provide British Columbians with a unique television experience; and,
5. Collaborate with the independent television and web media production sectors in British Columbia.

Executive Commitment to Multiculturalism

Knowledge Network strives to provide British Columbians with content that reflects and supports the diversity of B.C. voices and experiences. It is fundamental to our role as B.C.'s public broadcaster.

Key Processes, Policies and Structures in Support of Multiculturalism

One of five corporate values to inform decision-making is respect; we demonstrate due regard for everyone and strive to reflect diverse points of view.

Highlights of Initiatives

East Is East - Knowledge Network's weekly branded programming series dedicated to content about life in the rapidly changing Asia Pacific region.

One Big Hapa Family - Knowledge Network financially supported and broadcast B.C. filmmaker Jeff Chiba Stearns' story about his Japanese-Canadian family marrying interracially.

Barefoot Doctor: Mongolia 30 Years Later - Knowledge Network broadcast Richmond, B.C. resident Dan Zhang's story of working in Mongolia during Mao's Cultural Revolution.

Pushing the Line: Art Without Reservations - Knowledge Network broadcast B.C. Aboriginal filmmaker Lisa Jackson's story about innovative Aboriginal artists from the northwest coast.

Knowledge Kids - featured ethnically diverse talent in programs such as Dino Dan, Numberjacks, Hi-5, Wild Kratts and Peep and the Big Wide World on both Knowledge Network and Knowledgekids.ca

Legal Services Society (LSS)

Mandate

Under section 9 (1) of the Legal Services Society Act, the LSS mandate is to (a) assist individuals to resolve their legal problems and facilitate their access to justice, (b) establish and administer an effective and efficient system for providing legal aid to individuals in British Columbia, and (c) provide advice to the Attorney General respecting legal aid and access to justice for individuals in British Columbia.

Executive Commitment to Multiculturalism

LSS policy is to deliver legal aid services in an environment where all individuals are treated with fairness, dignity and respect. Employees are expected to recognize the importance of culture at LSS and help to eliminate inequities and biases from existing services and methods of service delivery. LSS ensures that staff behaviour toward clients/ applicants and colleagues is free from racism and discrimination in all its forms. – from LSS Guiding Principles: Code of Ethics.

Key Processes, Policies and Structures in Support of Multiculturalism

LSS ensures its services are accessible to all communities. It does this by funding interpreters and translators for clients receiving representation and advice services. LSS also produces public legal education and information materials in 10 different languages other than English in print and online.

The Guiding Principles of LSS Administrative Policies and Procedures include Code of Ethics, Discrimination and Harassment, and Employment Equity policies, as well as collective agreements. LSS requires staff to adhere to a code of ethics that includes non-discrimination and non-harassment, and following an employment equity policy.

Highlights of Initiatives

LSS Aboriginal Legal Aid Services:

- Provided information and limited advice to 1,520 clients in Nanaimo and Port Hardy through Aboriginal Community Legal Workers.
- Funded Gladue reports for 66 clients, and delivered training on report writing for community justice workers to promote sentencing alternatives.
- Provided enhanced duty counsel services to 319 clients in Williams Lake, Port Hardy and First Nations Court and introduced in-person and telephone duty counsel service for First Nations Court clients.
- Launched an advertising campaign targeted to Aboriginal people in selected locations on key initiatives.
- Created four new public legal education materials specific to the Aboriginal community on Indian Residential School Settlement, and harvesting rights.

Public Legal Information and Education:

- LSS produced PLEI materials in 10 languages other than English in print and online.
- Legal Information Outreach Workers provided 8,515 clients with information services.

Community outreach and development:

- LSS partnered with 24 community organizations, which include band offices, women's shelters, and various other organizations. These partners are located in urban as well as in underserved rural, remote, and Aboriginal communities in BC. They provide information about legal aid services.
- As part of the community engagement initiative, LSS hosted four regional conferences, bringing together more than 400 intermediaries from all different sectors including multicultural organizations to provide information about access to legal aid.
- LSS co-sponsored a provincial advocates' training conference, which included representatives from multicultural agencies.
- LSS continued its participation in the Vancouver Downtown Community Court (DCC), the Drug Treatment Court of Vancouver, the Duncan Domestic Violence Court, the Victoria Integrated Court Breach Court, and the Vancouver and Nanaimo Justice Access Centers.

Telephone Advice Services:

- The Family Law Line (FLL) provided advice to 2,675 clients. FLL has access to

CanTalk services to provide advice with the assistance of interpreters in many languages.

- The Brydges Line is a province-wide toll-free telephone service available 24 hours a day to assist people who are arrested and/or detained and need legal advice. This year the Brydges Line provided advice to 23,887 clients.

BC Oil and Gas Commission

Mandate

The purposes of the Commission include the following:

a. to regulate oil and gas activities in British Columbia in a manner that
   i. provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy and social well being,
   ii. conserves petroleum and natural gas resources in British Columbia,
   iii. ensures safe and efficient practices, and
   iv. assists owners of petroleum and natural gas resources to participate equitably in the production of shared pools of petroleum and natural gas,

b. to provide for effective and efficient processes for the review of applications for permits and to ensure that applications that are approved are in the public interest having regard to environmental, economic and social effects,

c. to encourage the participation of First Nations and aboriginal people in processes affecting them,

d. to participate in planning processes, and

e. to undertake programs of education and communication in order to advance safe and efficient practices and the other purposes of the Commission.

Vision: To be the leading oil and gas regulator in Canada.

Executive Commitment to Multiculturalism

The Commission supports the government-wide Multiculturalism Policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. Increasing awareness and accountability at

the individual employee level motivates a culture that benefits from the wide range of experience, knowledge, skills and cultural backgrounds our employees bring. The Commission respects the value systems of all its clients, partners and stakeholders. The Commission offers fair and equal growth opportunities to all its employees and fosters an inclusive and respectful work environment regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin.

Key Processes, Policies and Structures in Support of Multiculturalism

The Commission offers fair and equal growth opportunities to all its employees and conducts its hiring processes openly and with integrity for a rewarding work environment for all. The Commission has developed a long-term relationship with northeastern B.C. First Nations and continues to interface and build strong ties with First Nations communities in all areas of the province where oil and gas activities take place, or are contemplated.

Highlights of Initiatives

The Commission developed and delivered BC Treaty 8 First Nation Cross Cultural Awareness training to 137 internal staff. The project was so well received that the audience was broadened to include 71 staff from four Ministries. Attendee evaluations highlighted increased sensibility and understanding of Treaty 8 First Nations.

In 2011/12, the Commission employed five aboriginal employees and 23 other minority employees in a 227 full time employee organization. Recruitment efforts continue in local communities, First Nation communities and educational institutions. The Commission supports staff participation in the Aboriginal Employees Association.

The Commission compiled and circulated a Treaty 8 First Nations' Cultural Calendar to highlight known community events and encourage Commission staff participation. Events with Commission participation included: weekly lunch at the Friendship Center, Prophet River First Nation Treaty 8 Centennial Celebration, Doig Days, NENAN Elder/Youth Gathering, McLeod Lake Annual General Assembly, Fort Nelson First Nation Summer Celebration, Peace Pow-Wow, and Halfway Treaty day. The Commission supported the development of innovative strategies to strengthen relationships between First Nations and oil and gas proponents.

Pacific Carbon Trust

Mandate

Pacific Carbon Trust is a Crown corporation that delivers quality BC-based greenhouse gas (GHG) offsets to help clients meet their carbon reduction goals and to help grow BC's low-carbon economy. PCT is responsible for purchasing offsets from BC-based projects that are in compliance with BC's emission offsets regulation, ensuring credible offsets built on recognized international standards.

A carbon offset represents a qualifying reduction in greenhouse gas emissions generated by

activities such as improved energy efficiency that can be used to balance the emissions from another source, such as travel. Pacific Carbon Trust delivers offsets to several clients, including the BC government and broader public service organizations, to offset carbon emission.

Executive Commitment to Multiculturalism

Pacific Carbon Trust's board of directors and executive team recognize and support the important purpose of the Multiculturalism Act. The board has adopted BC's public sector Standards of Conduct, which indirectly relates to the issues of multiculturalism. The standards address the need for respect and dignity in workplace behavior; including preventing discrimination and harassment in the workplace.

Key Processes, Policies and Structures in Support of Multiculturalism

2011/12 was Pacific Carbon Trust's fourth year of operation with a continued focus on establishing the corporation and supporting the public sector to be carbon neutral. Key processes, policies and structures continue to evolve. Support for multiculturalism and diversity will continue to be considered as the corporation matures.

Highlights of Initiatives

Pacific Carbon Trust will continue to look for further opportunities to support diversity and multiculturalism in its planning and operations.

Partnerships British Columbia Inc.

Mandate

Partnerships BC's vision is to be a recognized leader in evaluating, structuring and implementing partnership delivery solutions for public infrastructure which achieve value for money. The company is focused on delivery consistent value to its clients and is committed to its long-term viability.

The following goals support Partnerships BC's vision:

- Plan and structure partnership delivery solutions for public infrastructure which are expected to achieve value for money;
- Successfully implement partnership delivery solutions for public infrastructure through leadership in procurement, practices and market development; and
- Maintain a self-sustaining organization and provide added value to an increasingly diverse client base.

Executive Commitment to Multiculturalism

Partnerships BC is committed to the Province of British Columbia's policy to carry on services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

The company is dedicated to maintaining a professional workplace where individuals are treated with respect. In addition, Partnerships BC is committed to maintaining open access to its services and initiatives regardless of client's cultural background.

Initiative Highlights

No new policies and structures in support of multiculturalism were implemented in fiscal 2011/12. However, Partnerships BC continued its pre-existing policy of its programs, initiatives and internal hiring practices being inclusive and open to all eligible applicants and participants regardless of their cultural background.

Pension Corporation

Mandate

The Pension Corporation is a non profit agent of the College, Municipal, Public Service and Teacher's Pension Board of Trustees. It provides professional pension administration services on behalf of the pension boards of trustees, and their plan members and employers. Funding for administrative services comes from each of the Pension plans.

Executive Commitment to Multiculturalism

The executive team support multiculturalism by enabling employees to be active in fund raising initiatives through out the year that extends out into the community. Attendance at key events including multiculturalism week demonstrates the executive support in celebrating diversity in the workplace.

Visual imagery of the multicultural community continues on our corporate website, publications, communications and training materials for pension plan members and plan employers

Key Processes, Policies and Structures in Support of Multiculturalism

At the Pension Corporation we have a diversified workforce representing many different languages and culture. English as a Second language is a course that is being introduced in 2012 to support our employees in their work.

Highlights of Initiatives

A 12-21 strategic plan has been put in place that recognizes the needs of our employees, plan members and employers. The first three years will focus on initiatives to support our employees with training and learning opportunities to meet the demands of increased complexity in pension administration and diversity in our plan member and employer needs.

Private Career Training Institutions Agency

Mandate

Establish basic education standards for registered institutions and to provide consumer protection to the students and prospective students of registered institutions;

Establish standards of quality that must be met by accredited institutions; and

Carry out, in the public interest, its powers, duties and functions under the Private Career Training Institutions Act, regulations and bylaws.

Executive Commitment to Multiculturalism

The Private Career Training Institutions Agency (PCTIA) is committed to building a welcoming and diverse organization. As PCTIA is an agency with a mandate of providing consumer protection to students, it is important that

PCTIA employees are representatives of the diverse community it serves. PCTIA values workplace diversity where individuals are treated with respect and can work without discrimination.

Key Processes, Policies and Structures in Support of Multiculturalism

Recruitment and selection practices are merit-based and qualifications, experience and expertise are considered regardless of ethnicity, culture or disabilities. PCTIA recognizes its responsibility in creating a workforce that is reflective of the communities it serves.

There are twelve languages spoken by PCTIA staff including: Cantonese, French, German, Greek, Italian, Japanese, Mandarin, Punjabi, Spanish, Russian, Serbian/Croatian/Bosnian and Tagalog,

Highlights of Initiatives

PCTIA continues to improve the quality of the website including offering translations in different languages and more forms offered in other languages.

The Agency supports employee-initiated events to showcase different cultures.

Multilingual staff members are being trained to assist reception staff to work with members of the public who speak Cantonese, French, German, Greek, Italian, Japanese, Mandarin, Punjabi, Spanish, Russian, Serbian/Croatian/ Bosnian and Tagalog,

Provincial Capital Commission

Mandate

The Vision of the PCC is to connect and celebrate the Capital with all British Columbians. The mandate of the PCC is to foster pride and awareness of the diverse cultures and rich history of their province; to provide responsible stewardship of public assets; and to be a self-sustaining Crown Corporation.

Executive Commitment to Multiculturalism

The PCC Board and management support government-wide policies that guide the delivery of programs in a manner that is sensitive and responsive to the multicultural reality of BC.

Key Processes, Policies and Structures in Support of Multiculturalism

In the PCC's Service Plan, Program Goals state an emphasis on youth and children, history and heritage, the diverse cultures of Aboriginal peoples, and civic commitment. Values and Guiding Principles include recognizing and supporting the richness of British Columbia's cultures, landscapes and history. In 2011-12 our board, staff and volunteers reflected BC's diversity with members who were of Métis, Asian and European ancestry. Our community partners included the BC Association of Aboriginal Friendship Centres, Victoria Native Friendship Centre, the Defence Aboriginal Advisory Group, Conseil Jeunesse Francophone de la Colombie-Britannique, Victoria BC Ska Society, Victoria Dragon Boat Festival, and the Sisters of St. Ann.

Highlights of Initiatives

- Provided venues and funding for multicultural programming as part of 2011 Canada Day and BC Day celebrations in the Capital;
- Provided venues for the 2011 Victoria Ska Festival and Victoria Dragon Boat Festival;
- Provided funding towards the 2011 First People's Festival celebrating National Aboriginal Day in the Capital; and for a ceremony honouring Aboriginal veterans on traditional territory of the Saanich peoples;

- Supported the 2011 Regional and Provincial Heritage Fairs showcasing 60 student history projects including multicultural topics of historical interest;
- Supported the 2012 Francophone Youth Parliament;
- *www.bcpcc.com* includes sections that honour cultural diversity within the Capital, and highlight PCC programs, initiatives and outreach visits pertaining to First Nations and other culturally-distinct groups. Coast Salish culture is featured on our online Grade 4-5 Social Studies unit and pioneer Chinese-Canadian issues are featured in our award-winning online Grade 10 Social Studies Unit;
- PCC YouTube site features mini-documentaries on a number of historical topics including BC's Jewish, Black, Chinese-Canadian, Doukhobor and First Nations communities; and
- In partnership with the Francophone Affairs Program, developed bilingual (French and English) interpretive signs for the St. Ann's Academy grounds and created translations of activity guides for the above mentioned online social studies units.

Royal British Columbia Museum Corporation

Mandate

The Royal BC Museum brings British Columbia's stories together. Our collections, research and presentations enable us to tell the stories of BC in ways that enlighten, stimulate and inspire. By exploring our human history and natural history, the Royal BC Museum advances new knowledge and understanding of BC, and provides a dynamic forum for discussion and a place for reflection.

Executive Commitment to Multiculturalism

- The RBCM strives to explain the human, natural and archival history of the province of BC and is the only institution in BC that assumes this role.
- Where possible continue to commit to diversity in the workplace through hiring practices that recognizes diversity for front line customer service staff and co-op students.
- The RBCM presents controversial issues in an objective way, and is perceived by the community as a place that presents balanced views.

- The RBCM Site is a centre of activity for locals, tourists, school children, First Nations and cultural groups and scholars.
- The RBCM will continue to engage in the process of repatriating cultural material through First Nations and the Treaty Negotiations office.

- The RBCM First Nations collections date back to the late 1800's when they were originally collected to prevent loss of cultural heritage to other areas of North America and overseas.
- The BC Archives is a valuable resource for researchers. It is one of the major information sources for BC's human history and a vital element of BC's culture.
- Public programming reflects a diversity of interests, and the exhibits, collections and holdings provide opportunities for visitors to learn more about the many ethnic groups that make up British Columbia.

Key Processes, Policies and Structures in Support of Multiculturalism

The RBCM culture supports diversity through its collection development, delivery of programs and daily activities. In April of 2011, the Royal BC Museum installed a vertical platform lift on the 3rd floor of the exhibits building, now providing easy access to the mezzanine level of the First Peoples Gallery.

Highlights of Initiatives

- The RBCM entered into a partnership agreement with Bob Rennie, principal of Rennie Collections, to display RBCM artifacts in the gallery space in the Wing Sang building, which is the oldest building in Vancouver's Chinatown with a rich and varied history, constructed by a prominent Chinese-Canadian businessman whose company flourished in an era when the Chinese faced discrimination and restrictions.
- The RBCM published The Whaling People of the West Coast of Vancouver Island and Cape Flattery which celebrates the still-thriving cultures of the Whaling People who survived the devastating effects of colonial power and influences. It includes a history of treaty making in BC, leading up to the recently ratified Maa-nulth Treaty signed by five First Nations of the Whaling People. Organized many events to commemorate Veteran's Week including seven days of free talks, activities and displays to honour whose who have served and continue to serve including talks by the Hong Kong Veterans' Commemorative Association.
- The RBCM initiated a monthly family program titled "Wonder Sunday" designed for children and their parents, grandparents and/or guardians to enjoy the afternoon at the museum. The program includes opportunities for families to explore First Peoples' Life through storytelling, watching a drum-maker at work, finding out how pit-houses were built, sketching animal symbols and other activities.
- Continue to create and install information kiosks throughout the galleries, to allow visitors to read information about what they are seeing, in seven different languages.
- Updated and made more comprehensive French language visitor maps.
- No Admission charge to First Nations visitors to the Royal BC Museum galleries.
- The RBCM has approximately 400 volunteers who reflect the diversity of the community. Volunteers contribute over 40,000 hours of their time and are acknowledged for their length of volunteer service, up to 35 years. Volunteer positions offer an opportunity for practicing the language for those who have English as a second language.
- The staff of the RBCM speak, read and/or write English, French, German, Dutch, Spanish, Polish, Mandarin, Cebuano, Hindi, and Arabic. This enables us to interact effectively with our visitors from around the World.

Transportation Investment Corporation

Mandate

Transportation Investment Corporation's (TI Corp) primary mandate as part of the Province's Gateway Program is to manage and ensure successful delivery and implementation of the Port Mann / Highway 1 Improvement Project. Transportation Investment Corporation is also mandated to recover the capital costs of the project as well as operating and maintenance costs of the bridge and highway through tolling.

Executive Commitment to Multiculturalism

TI Corp supports diversity and multiculturalism and encourages staff to respect the multicultural heritage, religion, ethnicity and race of other employees. The objective is to assist employees and TI Corp in preventing discrimination and harassment by fostering a climate for harmonious relations among people of diverse cultural and ethnic backgrounds without sacrificing their distinctive cultural and ethnic identities.

Key Processes, Policies and Structures in Support of Multiculturalism

TI Corp is a diverse team that reflects British Columbia's multicultural population. Its policies support diversity and encourage staff to respect the cultural heritage, religion and ethnicity of all employees and stakeholders.

Highlights of 2011/12 Initiatives

- TI Corp developed a customer engagement and communication plan that recognizes the diversity of cultures and languages within communities either side of the Port Mann Bridge. The plan recognizes the need to connect with residents in their own languages through newspapers, radio, multicultural community events, and translated versions of web resources and printed materials.
- TI Corp developed a plan to operate its customer service call centre with service in the region's five most commonly spoken languages, as well as English.

- Wherever possible, TI Corp works closely with First Nations communities and incorporates traditional knowledge into the planning and design of wildlife and habitat enhancement projects along the PMH1 corridor. Salmon habitat enhancement at Wilson Farm, completed November 2011, is a good example of work completed in partnership with Kwikwetlem and Musqueam First Nations.

TI Corp has a practicing Carbon Action Multicultural Initiative (CAMI) Committee. The committee's mandates include recognizing and celebrating the cultural diversity of the TI Corp team through team building events and acknowledging days of awareness such as National Aboriginal Day and Canadian Multiculturalism Day.

BRITISH COLUMBIA